

# HP Asset Manager

Software version: 9.31

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## Release Notes

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# Foreword

This document gives you a preview of the changes that have been made to Asset Manager in version 9.31. It contains important information, some of which may not be included in the product's main guides or in the product's online help.





# 1 In this version

This chapter summarizes the main changes that have been made to Asset Manager since version 5.10.

For more information concerning these new functions, refer to the guides provided with Asset Manager, as referenced.

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## Changes introduced in version 9.31

### Support of 64-bit Linux platforms: new

The support for 64-bit Linux has been added.

The 64-bit version of Asset Manager command line executables and library files have been provided in the <AM installation folder>/x64 directory:

**Table 1.1. 64-bit command line executable (only available on Linux platforms)**

Asset Manager program	Name of the command line executable
Asset Manager Application Designer	amdbal
Asset Manager Export Tool	amexpl
Asset Manager Import Tool	amimpl
Asset Manager Automated Process Manager	amsrvl

## 64-bit Asset Manager libraries

- libaamapi93.so
- libamjni93.so
- liboldap.so
- libssl.so
- etc.

64-bit Asset Manager allows you to take full advantage of the 64-bit architecture, for example elimination of the limitation on 32-bit platforms that the maximum memory available to any application is 4GB.

To enjoy the benefits brought by the 64-bit Asset Manager, you need to install and configure Asset Manager on a pure 64-bit Linux environment where all applications interacting with Asset Manager are 64-bit version and configured to function in the 64-bit mode.

For example, to configure a pure 64-bit environment on Linux for Asset Manager Web:

### 1 Install 64-bit version of these applications on a 64-bit Linux server:

- Asset Manager



#### Note:

Both 32- and 64-bit version of Asset Manager are provided with the Asset Manager installation. These versions are distinguished by the directory of the binary files being used.

- 32-bit Asset Manager  
`<AM installation folder>/bin`
- 64-bit Asset Manager  
`<AM installation folder>/x64`

- Java Development Kit (JDK)
- Application server



#### Note:

- The bitness of Tomcat and WebLogic depends on the bitness of JDK to which the application server references.
- To use WebLogic Server with 64-bit JVM on Linux, use the WebLogic Server generic installer on the Oracle website.

- Database client

### 2 Include the path to the 64-bit libraries for the above applications in the Linux system-library search path:

- LD\_LIBRARY\_PATH

- ld.so configuration file (for example /etc/ld.so.conf)
- 3 Set **JAVA\_HOME** to point to the installation folder for 64-bit JDK.

## Support of additional languages and Unicode encoding on Linux: new

- Now Asset Manager is available in Simplified Chinese, Japanese, Korean, Russian on Linux.



Ensure that the system locale is set properly for any system message to display correctly in their respective language.

- Now Unicode is supported on Linux platforms
  - Asset Manager Import Tool can use Unicode text files.
  - Unicode text files can be used across Windows and Linux platforms.
  - etc.

## Breadcrumbs on Web client: new

The breadcrumb navigation has been added to the Web client, which displays the path you have taken to arrive at a certain location. Breadcrumbs appear at the top of the right-side pane. By clicking a breadcrumb link, you can navigate to any particular location you have been through.

Be noted when using breadcrumbs in the following scenarios:

- When you are editing a record, if you try to navigate away from the current page by using breadcrumbs, the navigation happens without any prompt. Therefore, it is recommended not to use breadcrumbs when editing a record.
- By design, breadcrumbs do not appear in the **Preference** pane or when you are running a wizard.
- If you use the navigation tree or quick search, the breadcrumb path will be cleared.
- Redundant trails are automatically cleared in breadcrumbs. For example, instead of showing a long path like aaa-bbb-ccc-ddd-bbb-ccc-ddd, it shrinks the path and simply shows aaa-bbb-ccc-ddd.

## Asset Manager Web performance enhancements

Now the response time is significantly reduced when saving modifications (by clicking the **Save** button) on the Web client.

## Platform: support of Oracle Linux 5

The support of Oracle Linux 5 has been added.

## Navigation tree entry modification

The navigation tree entry **LANDesk integration** (under **Portfolio management/ Asset configurations/ Deployments and releases**) has been renamed as **Software distribution tools integration**.

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## Changes introduced in version 9.30

### Asset Manager Web: enhancement





#### Note:

To benefit from the improved performance and stability brought by the latest version of Oracle JDK, it is strongly recommended to use Oracle Java SE 6 Update 23 JDK or above with your Tomcat application server.

#### User interface

The Web client UI has been optimized to improve the user experience.

- The font, color and other aspects of the design style have been changed to bring a modernized and fresh Asset Manager Web interface.
- The  and  icons are moved to the upper-left of the Web client workspace.

#### Quick search of navigation links

The Web client provides a search engine on the toolbar to help you find a navigation link quickly instead of selecting it from the cascading navigation tree.

▶ the **User Interface** guide, chapter **First steps with Asset Manager**, section **Asset Manager workspace/ Tool bar** for the usage of the search engine.

#### Secured communication: two-way SSL authentication

Support of the Secure Sockets Layer (SSL) certificate verification has been added to secure the communication between the web browser and the application servers.

Asset Manager provides two levels of two-way SSL implementation. In level one, end users need to present their certificates as well as provide their login

name and password to access the Web client. In Level two, they only need to have their certificate verified before logging in the Web client.

A new HP Connect-It scenario `sync_dn.scn` is introduced to help you import the end users' certificate DNs from the LDAP server, thereby ease the configuration process.

For the configuration details of the two levels of implementation, ► the **Web Implementation** guide, chapter **Implementing two-way SSL**.

#### Password refresh: changing expired password before logging in

When users attempt to log in the Asset Manager Web client with already expired passwords, they will be forced to refresh them before logging in.

For details, ► the **User Interface** guide, chapter **First steps with Asset Manager**, section **Change the password upon connecting to a database**.

#### Record list: selection cart functionality

Asset Manager Web client stores your selections on a record list in the selection cart. You can view the cart, remove your selections and operate on them. With selection cart functionality, records selected before applying a filter are stored for later use. This enables you to successively filter and select records from the filtered results.

For details, ► the **User Interface** guide, chapter **First steps with Asset Manager**, section **Record list/ Manipulate records in a list/ Web client: Selection cart**.

#### User rights

Support of assigning access rights for tables, fields and links in the **Rights** tab of the user rights detail screen (**Administration/ Rights/ User Rights** navigation menu).

For details, ► the **Administration** guide, chapter **Controlling access to the database**, section **Defining access conditions/ Defining user rights/ Editing user rights/ Web client**.

#### Functional rights

Support of assigning functional rights in the functional rights detail screen (**Administration/ Rights/ Functional Rights** navigation menu).

For details, ► the **Administration** guide, chapter **Controlling access to the database**, section **Defining access conditions/ Defining functional rights**.

## Problem diagnosis and solving: more information in the Web Service log file

- Asset Manager provides more useful information in the Web Service log file when exception arises on any platform. This information can help you diagnose and solve the problems.
- In the case of an out-of-memory error on all platforms except HP-UX, the Web service log file will include the information of pending requests and the connection pool state before reporting the error.

Example:

```
ERROR - com.hp.ov.ac.ws.diagnostic.AmSessionManager - Potentially fatal
error occured. Dumping state:
Pending requests:
demo@/AssetManagerWebService/services/Head/Finance
Connection pool:
admin: state="active" idle="false"
demo: state="active" idle="false"

FATAL - com.hp.ov.ac.aop.AmWsThrowAdvice - java.lang.OutOfMemoryError:
Out of memory
```

## Display of filters

The **Disable extended web filters** option has been added in the Asset Manager Application Designer to manage the display of the filters on the list screen on the Web client. This option is in the **List/Detail** tab of the screen detail of a table.

- When the option is selected, the **Filters...** drop-down list on the Web client only contains query filters and QBE.
- When the option is not selected, the **Filters...** drop-down list on the Web client contains all filters (including indexed fields, query filters and QBE).

By default, this option is not selected.


## Display format of date and time

The date/time display format options have been added in the **Preference** pane of the Web client.

You can customize the date/time format by:

- Either selecting the wanted **Time format** and **Date format** respectively from the drop-down lists;
- Or, deselecting the **Synchronize pre-defined date format and time format automatically** option and entering the display format manually in the **DateTime format** field.



You can click  to find the recognized letters and patterns in the date/time format definition.

### Connection slot

Connection slots are assigned to the users who access the database via the Web client; thus the **amLoginSlot** table (accessed by **Administration/ Connection/ Connection slots** navigation menu) reflects a clear and complete Asset Manager usage statistics.

► the **Administration** guide, chapter **Controlling access to the database**, section **Managing user connections** for details.

### Multi-tenancy: new

The Asset Manager architecture has been updated to empower the user to manage assets in multi-tenancy environments.

For details, ► the Asset Manager **Multi-tenancy** guide.

For HP Connect-It's ability to insert multitenant data, refer to the Asset Manager support matrix.

### Contract and supplier management: enhancements

- Now it is possible to evaluate a contract from the following aspects:
  - The efficiency and effectiveness of the procurement cycle of the contract
    - How timely are the assets under a contract delivered against their committed delivery time, as measured by the percentage of receipt lines delivered on time
    - What percentage of the received assets are returned to their supplier
  - The execution of maintenance type contracts
    - How timely are the work orders under a maintenance contract completed against their committed completion time

The results can be checked on the **Vendor performance** tab in the detail of the contract (**amContract** table).

- The same metrics can be used to evaluate the performance of suppliers. A supplier's performance is the average performance of all the contracts signed with the supplier.

The results can be checked on the **Vendor performance** tab in the detail of the supplier (**amCompany** table).

- A graphical view of contract performance and supplier performance is available through the dashboards which can be accessed using the **Asset lifecycle/ Vendor contract management/ Dashboards** navigation bar link.
- The following fields are added to the database structure:

Table	Field
amContract	Calendar (Calendar)
	Delivery time (tsLeadTime)
	Work order resol. time (tsWOREsolTime)
	Agreed delivery on time ratio (pDelivOnTimeRatioSLO)
	Actual delivery on time ratio (pDelivOnTimeRatioReal)
	Achiev. of Deliv. on time ratio SLO (pDelivOnTimeRatioSLOAchiev)
	Agreed return ratio (pReturnRatioSLO)
	Actual return ratio (pReturnRatioReal)
	Achiev. of return ratio SLO (pReturnRatioSLOAchiev)
	Agreed WO resol. on time ratio (pWOREsolOnTimeRatioSLO)
	Actual WO resol. on time ratio (pWOREsolOnTimeRatioReal)
	Achiev. of WO resol. on time SLO (pWOREsolOnTimeRatioSLOAchiev)
amCompany	Avg. achiev. of deliv. ontime SLO (pDelivOnTimeSLOAchiev)
	Avg. achiev. of return ratio SLO (pReturnRatioSLOAchiev)
	Avg. achiev. of WO resol. ontime SLO (pWOREsolOnTimeSLOAchiev)
amCatalog	Delivery time (tsLeadTime)
amPOrderLine	Committed Delivery Date (dtCommittedDeliv)

- For details, ► the **Contracts** guide, part **Utilization**, chapter **Creating a contract**, section **Measuring the performance of contracts and suppliers**.

## Procurement: enhancements

The **Purchase request validation** (REQAPPR) workflow scheme is enhanced:

- Two sub-workflows are added:
  - Bypass validation workflow  
This workflow enables the purchase request to be automatically approved without any of the validations required by the Full and Basic workflows.
  - Automatic request workflow  
This workflow enables the purchase request to be automatically approved without any of the validations required by the Full and Basic workflows.  
Plus, it automatically reserves portfolio items from stock and create purchase order for the remaining items.
- New fields have been added to support this functionality:



- **Bypass validation process** (amRequest.bAutoRequest): This field enables the purchase request to bypass approval processes.
- **Fulfill request with items from stocks automatically** (amRequest.bStockFullfill): When this field is enabled, the workflow automatically reserves portfolio items from stock and creates purchase order for the remaining items.
- **Source of request** (amRequest.ReqSource): This field is used to store the name of the system which integrates with Asset Manager to fulfill the procurement process.
- **Bypass purchase request validation** (amModel.bAllowAutoRequest): Only portfolios associated with a model which has this option enabled can be used to fulfill a purchase request which can skip various approval processes.
- For details, ► the **Procurement** guide, **General overview** part, **Requests** chapter, section **Procedures/ The purchase request validation workflow**.

## Cloud computing infrastructure management: enhancements

Asset Manager now enables you to manage your virtual infrastructure and the client-resource relationship between them; thus prepares you to manage the services provided by the shared pool of computing resources. This functionality is accessed from the **Asset lifecycle/ IT services and virtualization/ Cloud computing/** functional domain.

As the services are often provided by aggregations of multiple portfolio items, a new concept IT component group (ITCG) is introduced. An ITCG is a special virtual PI representing a collection of PIs. In accordance with this management model, a new overflow table **IT Component Groups** (SQL name: amITCompGrpVI) is added in the database.

Furthermore, an **Aggregation** (SQL name: amAggregation) table is introduced to manage the dimensions of the computing resources that can be aggregated as "countable resources" (for example, the CPU count).

- the **Portfolio** guide, chapter **Cloud computing** for details.

## Reconciliation: enhancements

- A new wizard has been introduced: **Manage reconciliation proposal batches for IT equipments...** (sysBatchManageRecon). The wizard provides the ability to:

- Display all reconciliation proposals according to the specified criteria. For example, the wizard allows you to display all proposals associated with a computer.
- Process reconciliation proposals in batch instead of record by record.
- Revert your changes to the proposals if needed.

For details, ► the **Reconciliation** guide, **Reconciliation process** chapter.

- A workflow **Delete overdue reconciliation proposals** (sysCoreDelOvRecProp) is added. The workflow periodically checks the records in the **amReconcProposal** table and purges those reconciliation proposals that have been in the **Obsolete** or **Invalid** status for more than one month.
- A best practice HP Connect-It scenario is provided with an HP Connect-It 9.2 patch that brings an enhanced business logic around creating new reconciliation proposals in Asset Manager.

## Navigation menu revamp: enhancements

The navigation menu has been restructured to enhance the user experience in two dimensions:

- The asset management and operation information has been better organized to provide more intuitive accessibility.
- The size of the WSDL document has been decreased to reduce the time used to load the document.

## SAP Crystal Reports solution upgrade

The SAP Crystal Reports (Designer) 2008 and SAP BusinessObjects Enterprise XI 3.1 are packed in the Asset Manager 9.31 version.

- the **Advanced use** guide, chapter **SAP Crystal Reports** to check out how to install the new version of SAP Crystal Reports (Designer) 2008/ SAP BusinessObjects Enterprise XI 3.1 and integrate them with Asset Manager or upgrade from the previous versions.

## Introduction of Helpdesk functionalities as part of the Portfolio module: enhancements

The Helpdesk functionalities are introduced as part of the Portfolio module in Asset Manager 9.31.

This basic ticketing functionality is targeted for small and medium size customers for managing tickets related to their assets. The abilities to take calls, manage incidents, use a resolution tree and link incidents with work

orders are part of the Helpdesk functionality. This functionality is not ITIL compliant and is not designed for large environments.

Asset Manager 9.31 brings to Helpdesk the following enhancements:

- A **Self service** wizard (SQL name: sysHDSelfService) has been added to extend the usage of Helpdesk beyond the traditional Helpdesk team. Employees can create, view and close their own tickets without resorting to the Helpdesk operators/ assignees.
- The **Answer call** wizard (SQL name: sysHDCall) can be used by Web client users.
- Two new profiles (HD\_technician, HD\_operator) and two new roles (HD\_engineer, HD\_support\_technician) are added.
- The following wizards have been optimized:
  - **Add work order** (SQL name: sysHDNewWorkOrder)
  - **Add a sub-ticket** (SQL name: sysHDNewSubTicket)
  - **Verification of ticket closure** (SQL name: sysHDVerifyClosure)
  - **Verify ticket** (SQL name: sysHDLaunchVerify)
  - **Ticket closure** (SQL name: sysHDClosure)
  - **On hold** (SQL name: sysHDonHold)

For a detailed description of the Asset Manager Helpdesk functionalities, ► the **Portfolio** guide.

## Support for IPv6: new

Asset Manager can now work in the IPv6 network environment (including the environment where IPv6 and IPv4 co-exist).

## Management of IPv6 information: enhancements

The Asset Manager database structure has been modified to support IPv6 addresses.

- The size of some fields has been enlarged to accommodate IPv6 addresses:
  - amComputer.TcpIpAddress
  - amNetworkCard.DefaultGateWay
  - amNetworkCard.DHCPServer
  - amNetworkCard.PrimaryWINS
  - amNetworkCard.SecondaryWINS
- The following fields have been added to the **amNetworkCard** table to store the IPv6 information in addition to the IPv4 information:
  - IPv6Address
  - IPv6SubnetPrefix

HP Connect-It DDMI-AM integration scenarios have been extended to integrate the IPv6 network information for DDMI managed network devices.

## Asset Manager Application Designer: enhancements

A **Track modifier** option is added to the main screen of the Asset Manager Application Designer interface.

This option allows you to track who has modified a record in a particular table at what time and keep history of the information.

## Messaging: enhancements

A new option **HTML format** is added to the **Messaging** tab of the message type actions. The option allows you to send Email messages (which use SMTP protocol) in HTML format.

## Asset Manager Web: support for new third party product versions

- ◆ Support of HP Lightweight Single Sign-On (LW-SSO) 2.2 has been added

## Platforms

### ■ **Support of Windows Server 2008 R2**

Asset Manager can be installed on the Windows Server 2008 R2 platform.

### ■ **Support of Citrix XenApp 6.0**

Asset Manager can be installed on the Citrix XenApp 6.0 Server. Users can interact with Asset Manager Windows client either in the Remote Desktop mode (via remote desktop session) or in the Shared application mode (via Citrix XenApp 6.0 Client or URL).

## DBMS: Support of Microsoft SQL Server 2008 R2

The support of Microsoft SQL Server 2008 R2 has been added for the Asset Manager DBMS.

## Service Asset and Configuration Management integration: changes

The components (HP Connect-It scenarios, UCMDB adapters, etc) required by the Service Asset and Configuration Management integration are no longer provided with the Asset Manager installation.

The Service Asset and Configuration Management solution is now released separately. For more information, refer to the solution website hosted on HP BSA Essentials Network at <https://h20095.www2.hp.com/>.

## Software Asset Management: enhancements

- A maintenance contract can now be created on the fly from the license creation wizard.
- This version of Asset Manager provides the wizards, counters, reports, installation models and license models for managing license compliance of various Microsoft products.

The components are located in the **Asset lifecycle/ Software asset management/ SAM Best Practice** navigation tree entry.

If you want to better manage and control licensing compliance of software from other major software providers (like Oracle, Adobe), you can obtain the regularly updated Software Asset Management (SAM) Best Practice package from HP BSA Essentials Network at <https://h20088.www2.hp.com/>.

## Integration with HP Discovery and Dependency Mapping Inventory: enhancements

This integration now supports the latest version of HP Discovery and Dependency Mapping Inventory: version 9.30.

## Bundled products: changes

With the end of support for Microsoft SQL Server 2000, MSDE is no longer provided on the Asset Manager installation CD.

You can download Microsoft SQL Server Express 2005 or 2008 from the Microsoft website to use the Asset Manager demonstration database.

## Compliances

Asset Manager 9.31 is validated to be compliant with the following Federal security mandates and standards:

- Federal Desktop Core Configuration (FDCC)

Asset Manager 9.31 has been validated on Windows XP and Windows Vista computers with FDCC security settings and verified as FDCC compliant, with the following limitation:

In the FDCC Vista environment, Windows Mail is not allowed to open. Asset Manager **Messaging** actions are affected because they use Windows Mail to send emails.

- Federal Information Processing Standards (FIPS) 140-2  
Asset Manager 9.31 is FIPS 140-2 ready.  
Stronger encryption is implemented in Asset Manager 9.31 for user passwords stored in the Asset Manager database. This encryption uses an implementation of OpenSSL and allows Asset Manager to be FIPS 140-2 ready.
- 

## Changes introduced in version 5.22

### DBMS: support of Oracle 11g R2

The support of Oracle 11g R2 has been added on all platforms for the Asset Manager DBMS.

### Platform: support of SUSE Linux Enterprise 11 Service Pack 1

The support of SUSE Linux Enterprise 11 Service Pack 1 has been added.

### HP Data Center Infrastructure Management integration: enhancements

This integration now supports the latest version of HP Data Center Infrastructure Management, version 2.10 (Aperture VISTA 600 plus Aperture Integrated Resource Manager).

### Asset Manager Web: revival of support for Internet Explorer 6.0

The support for Internet Explorer 6.0 has been added back to the Asset Manager support matrix.

### Portfolio management: enhancements

The UNSPSC classification codes provided with Asset Manager have been updated to version 12.0901 of the UNSPC catalog.

To import the updated UNSPSC classification codes into Asset Manager database, ► Chapter **In this version**, Section **Changes introduced in version 5.20/ Portfolio management: enhancements** of this guide.

## Software Asset Management: enhancements

The **Create a software license management counter...** (sysSamCreateSoftwareCounter) wizard has been enhanced:

### Note:

The wizard can be accessed from the **Portfolio management/ IT/ Software Asset Management/ Create a software license management counter...** link on the navigation bar.

- On the last page (**Select task to execute after wizard executes**), if you select **None**, the wizard now just creates the counter and will not perform any calculation.
- It is now possible to create software counter from user defined counter templates from within the wizard.

## Workflow events: enhancements

It is now possible to trigger a **Database** type workflow event by modification of any field in a certain table. This can be achieved by entering wildcard (\*) in the **Fields monitored (after)** field (SQL name: MonitFields) on the **Parameters** tab of the event details.

For further details about workflow event, ► **Advanced use** guide, Chapter **Workflow**, Section **Events**.

## Migration: enhancements

The **Optimise for customer data minimal change** option is added to the Asset Manager Application Designer **Propagate the customized structure** wizard (**Migration/ Propagate the customized structure** menu).

### Note:

The description and step numbers below are based on those of the **Migration** guide, Chapter **Step-by-step migration - simulation (simulation database)**, Section **Step 3 - Propagate structure changes made to the old-format production database/ General overview**. You may want to substitute all references of 5.20 in that section to the current version of Asset Manager.

This option is selected by default and enables the following rules for field properties that are defined by scripts (for example, **Mandatory**, **Irrelevance**, **Default**, etc):

- If a modification to such a property is detected in either step 1 or 2, then the modification is propagated to the new-format customized gbase file, regardless of in which step the modification is detected.
- If modifications to such a field property are detected in both step 1 and 2, the modification detected at step 2 is applied.

## Connection pool: enhancements

Asset Manager now forces the release of all idle connections to accept new requests when the connection pool or the Web Service server reaches the memory limit. The Web Tier will receive an error message only when all the connections are in use and there is no memory to create a new connection; or when the maximum connection has been reached.

The following parameters for connection pool are introduced in `aamapi52.ini` located in `<USERPROFILE>\HP\AssetManager\conf` for the user running the Web Service:

- `/Advanced/CnxPoolMinSize`
- `/Advanced/CnxPoolLifeTimeMinutes`

**CnxPoolMinSize** indicates the number of connections to initiate in the connection pool at the startup. The different connections serve different profiles to ensure fast access. The value is the minimum connections left in pool after the reset.

**CnxPoolLifeTimeMinutes** indicates the reset cycle of connection pool. For default, after 900 minutes (15 hours), the pool will be reset.

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## Changes introduced in version 5.21

### Web client: enhancements

Contextual help on fields and links is supported on the Web client.

To access contextual help for fields and links, move the focus on the supported fields/links and press **SHIFT + F1**. The contents of contextual help window correspond to that on the Windows client.



Note:

Contextual help is not available for itemized lists. Do not attempt to press **SHIFT+F1** on this type of fields.

Contextual help is available for the following types of controls:



- LinkEdit
- OneToOneLinkEdit
- MonetaryEdit
- CheckBox
- TimeSpanEdit
- CaptionedLabel
- ComboAlarm
- FileEdit
- TextBox
- Edit
- MultiLineEdit
- NumberEdit
- NumBox
- PasswordEdit
- ReversePasswordEdit
- DbPathCombo
- TableChoiceList
- ComboDate
- ComboList

► See the **Advanced use** and **Tailoring** guides for the description of these controls.

Contextual help on fields and links can be closed through any of the following ways:

- Pressing **SHIFT+F1** again on the focused field/link
- Pressing **ESC**
- Clicking **X** at the upper left corner of the help window
- Moving the focus off the field/link

## Asset Manager Web: support for new third party product versions

- Support of Oracle WebLogic Server 10.3 /11g has been added
- Support of Microsoft Internet Explorer 8.0 has been added
- Support of Apache Tomcat 6.0 HTTP server has been added

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### Note:

If you are using Tomcat 6.0.x, the following file has to be deleted from `AssetManager.war` before the war file is deployed; otherwise Asset Manager Web may not load successfully:

`AssetManager.war\webapps\AssetManager\WEB-INF\lib\el_api.jar`

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
## Support of Microsoft Windows 7 32-bit/64-bit: New

Microsoft Windows 7 is now supported on the Asset Manager Windows and Web clients.

Asset Manager Web Tier and Asset Manager Web Service can both be deployed on servers that run under the 32-bit/64-bit versions of Microsoft Windows 7.

### Note:

When installing Asset Manager Windows client on 64-bit of Windows 7:

- Do not create an ODBC datasource through the **Control Panel/ System and Security/ Administrative Tools/ Data Sources (ODBC)**. This instance of ODBC is 64-bit and does not work with Asset Manager. Use Asset Manager to create the ODBC datasource (the  button on the **Manage connections** window).
- When creating a connection to a Microsoft SQL database on the Asset Manager Windows client, make sure the **System connection** box in the **Manage connections** window (**File/ Manage connections**) is not selected.

## Integration with HP Discovery and Dependency Mapping Inventory (as part of the Service Asset and Configuration Management integration): enhancements

- The HP Connect-It scenarios have been modified.

Old scenarios	New scenarios
■ ddmiam.scn	■ ddmiam_hw.scn
■ ddmiam-reconc.scn	■ ddmiam_sw.scn
■ ddmiam-hpovcmse.scn	■ ddmiam-caevents_sw.scn
■ ddmiam-swnorm.scn	■ ddmiam-swnorm_sw.scn
■ ddmiam-mobile-devices.scn	

Description of changes and new scenarios:

- Hardware and software data are now replicated in separate scenarios to improve the performance of data replication.

In the new scenario setting, the hardware scenarios create or update CIs, and the software scenarios create software for these CIs.

- `ddmiam_hw.scn` is used to replicate hardware data for all kinds of devices, merging hardware data from all the old scenarios.
- `ddmiam_sw.scn` is used to replicate software data which were previously replicated by `ddmiam.scn`.

- `ddmiam-caevents_sw.scn` is used to replicate software data which were previously replicated by `ddmiam-hpovcmse.scn`, whose hardware data are now replicated using `ddmiam_hw.scn`.  
This scenario does the same as the `ddmiam_sw.scn` scenario and in addition replicates some information from HP Client Automation to Asset Manager.
- `ddmiam-swnorm_sw.scn` is used to replicate software data which were previously replicated by `ddmiam-swnorm.scn`, whose hardware data are now replicated using `ddmiam_hw.scn`.  
This scenario does the same as the `ddmiam_sw.scn` but uses the **amInventModel** records to assign a model to the software installations.
- The scenario `ddmiam-reconc.scn` is obsoleted. All the data within this scenario are merged into `ddmiam_hw.scn`.
- The scenario `ddmiam-mobiledevices.scn` is obsoleted. Mobile devices data are merged into other scenarios.
- Replication of software installations from HP Discovery and Dependency Mapping Inventory to Asset Manager only creates a record in the **software installations** table (`amSoftInstall`), and does not create a linked portfolio item with the same model (the **Do not link the installation with a portfolio item** (`bCompact`) box is checked by default).

## Integration with HP Client Automation: enhancements

- This integration now supports HP Client Automation version 7.5 and 7.8.

### Note:

The integration with HP Client Automation 7.5 requires HP Connect-It version 4.10 or above.

If you are using HP Connect-It 4.10, you need to download a patch for [HP Connect-It 4.10](#)

[[http://h20229.www2.hp.com/uploads/ovrd/ovr\\_l\\_ovconnit\\_0001.html](http://h20229.www2.hp.com/uploads/ovrd/ovr_l_ovconnit_0001.html)] for the integration to work. You will need an HP Passport user name and password to access the site.

- The enhanced HP Connect-It scenario **ws\_groups\_devices.scn** can import identification information for **policies** for devices, user accounts, groups of devices, and domains.

## Integration with HP Project and Portfolio Management: enhancements

- This integration now supports the latest version of HP Project and Portfolio Management, version 8.0.
- The HP Connect-It scenarios are modified to take into account the changes in HP Project and Portfolio Management 8.0.

## Support for Microsoft SQL Server Native Client 2008 ODBC driver: New

Support for Microsoft SQL Server Native Client 2008 ODBC driver has been added.

## DBMS: support for IBM DB2 9.5 and 9.7

Support for IBM DB2 9.5 and 9.7 has been added for the Asset Manager DBMS.

## Service Asset and Configuration Management integration: documentation update

The Service Asset and Configuration Management guide has been updated to include field mapping information for the following integrations:

- HP Discovery and Dependency Mapping Inventory to Asset Manager
- Asset Manager to HP Universal CMDB

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### Note:

For users of non-English Asset Manager, download the most up-to-date Service Asset and Configuration Management guide (in English only) from the following Web site:  
<http://support.openview.hp.com/selfsolve/manuals>

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## Changes introduced in version 5.20

### Web client: enhancements

- A contextual menu has been added to the main and tab lists. It contains the following entries, which provide an alternative means of accessing features also available in drop-down combo-boxes:
  - **Actions:** enables you to select and execute an action whose context is the table associated to the list.
  - **Statistics:** enables you to select and display one of the statistics that apply to the table associated to the list.

You get one statistic per:

- Table index, except if the index is on the primary key
- Statistic whose context is on the table
- **Filters**: enables you to select one of the filters available for the table associated to the list.

The menu entry displays:

- A table index filter, if the index is not on the primary key and only if one of the fields or links is part of the screen.


If an administrator adds an index that follows these rules to a table using Asset Manager Application Designer, then this new index will appear in the list of filters.

- A query filter whose context is the table for which the list displays the records.

If a user adds a query, it will appear in the list of filters.

- A filter if pre-filtering was defined for the screen (**QBE Fields** of the screen's detail in Asset Manager Application Designer).
- **Utilities/ Configure List ...** : This enables you define which columns to display in the list, and which will be exported to Excel.

The columns that can be displayed in a list correspond to the fields and links that are defined for the screen via Asset Manager Application Designer (**Columns** in the list field).

- **Utilities/ Export Excel**: this feature now supports the columns as configured with the **Configure List...** feature.
- A contextual menu has been added to the wizard lists. It contains the **Filters** entry (see above: contextual menu added to the main and tab lists).
- A contextual menu has been added to the detail screens. It contains an **Actions** entry that enables you to select and trigger a contextual action on the record.
- On wizard pages, the button triggered by default when you hit the keyboard carriage return has been set to **Next**.
- Users can customize the behavior of the Web client by clicking the  icon. The behaviour customization is stored at the login level; if the same login is used to connect to the Asset Manager database on another computer, the stored customization will be loaded.

The following behaviours can be customized:

- Displaying or not the **Statistics...** drop-down list above main, tab and wizard lists.
- Number of rows per page in lists

- Display format of the list that displays database tables or fields (combinations of Description, Label and SQL name)
- Colors used in statistics
  - A color picker can be used to define the colors
- Autocompletion delay - This is the delay before the Web client updates the list of linked records that match the value you type; also used by fields that identify a field in the database such as the **amWfEvent:MonitFields** field (DbPathCombo control).
- It is now possible to create a linked record when you populate the detail of a record, either on the fly or in details.
- It is now possible to fully edit queries (**Administration/ Queries** link in the navigation bar).
  - The query editor displays the database structure, functions and operators.
- It is now possible to fully edit Basic scripts using a dedicated script editor.
- In the detail of a nature, it is now possible to select the overflow table (**Also create** field (OverflowTbl).
- It is possible to increase the size of multiline text edit boxes (+ button).
- ▶ For details see the **User Interface** and **Advanced use** guides.

## Asset Manager Web: support of new third party product versions

- Support of the **Apache 2.2** HTTP server has been added
- Support of the **IIS 7** HTTP server has been added
  - ▶ For more details see the **Administration** guide, chapter **Controlling access to the database**, section **Managing user authentication for the Asset Manager database/ Asset Manager Web clients: Configuring Single Sign-On (SSO) with Active Directory on IIS 7**.
- **Lightweight Single Sign-On (LWSSO)**: when the Lightweight Single Sign-On (LW-SSO) framework is enabled, a user only needs to login once (to a single HP Software BTO application) during a session. The user's login information will be propagated to other HP Software BTO applications deployed on same domain.
  - LW-SSO solves both the Web and Web Services SSO problems for HP Software BTO products, using lightweight technology, and without having to install any additional infrastructure.
  - LW-SSO does this via shared cookies.
  - ▶ For more details see the **Administration** guide, chapter **Controlling access to the database**, section **Managing user authentication for the Asset Manager database/ Sharing user authentication using Lightweight Single Sign-On (LW-SSO)**.

- Support of **WebSphere 7.00** has been added on Windows and AIX platforms
- Support of **Java 6** has been added with Tomcat 5.5

## DBMS: support of Oracle 11.1

The support of Oracle 11.1 has been added for the Asset Manager DBMS.

## Asset Manager Web: support of Microsoft Windows Server 2008 64-bit

Asset Manager Web Tier and Asset Manager Web Service can now be deployed on servers that run under the 64-bit version of Microsoft Windows Server 2008.

- ▶ For details see the **Installation and upgrade** guide, chapter **Installing, configuring, removing and updating Asset Manager Web**.

## HP Data Center Infrastructure Management integration: enhancements

- HP Connect-It scenarios are now provided with HP Connect-It and no longer in a .zip file with Asset Manager.

For details see the **Integration with HP Data Center Infrastructure Management** guide, chapter **Implementing Required Components**, section **Installing the integration package/ Installing the HP Connect-It scenarios and connectors**.

- It is no longer necessary to customize the Asset Manager database structure before implementing the integration.

The following manual tasks are no longer required:

- Add the **amCatProduct:bCanBelnstByDCIM** field
- Add the **amRequest:DCIMFormID** field
- Add the **amReqLine:bInstByDCIM** field
- Add the **amRequest:Req\_DCIMFormID** index
- Add the **sysCoreWebDCIMAssetLocation** calculated field
- Replace the **amCatProduct:pgCatProductAcquisition** page with **amCatProduct:pgCustCatProductAcquisition**
- Replace the **amRequest:pgReqGen** page with **amRequest:pgCustReqGen**
- Replace the **amRequest:PgAcwReqGen** page with **amRequest:PgCustAcwReqGen**
- Replace the **amPortfolio:pgPItemGen** page with **amPortfolio:PgCustPItemGen**

- Replace the **amReqline:pgReqLineGen** page with **amReqline:pgCustReqLineGen**

These fields and indexes have been added to the default Asset Manager database structure.

This calculated field has been added to the default Asset Manager database content.

The default Asset Manager database pages are correct by default.

- ▶ For more details see the **Integration with HP Data Center Infrastructure Management** guide.

## Management of virtual environments: enhancements

- The label of the **amComputer:VmType** field has been renamed to **Virtualization technology**.
- A new **Role** (amComputer:seRole) field has been added.
- A new **Role** (amComputer:Role) field has been added to store additional information when **amComputer:seRole=Other**.
- New reports have been added:
  - Physical computers eligible to host virtualization platforms
  - Physical computers eligible to convert to VMs
  - Status of virtual machines
  - Count virtual versus physical machines by location

These reports can be found in the **Portfolio management/ IT/ Reports** navigation bar entry.

## Asset Manager licensing control: tool change

Licensing of Asset Manager is now controlled with HP AutoPass License Management Tool. The license keys provided to you by HP Software contain authorizations to use the list of Asset Manager modules, functions and related services that you have acquired with your contract.

For new customers, permanent license file can be redeemed on-line at <http://www.webware.hp.com> .

Click the **Learn More** link below the **Generate New license** icon to see the information needed to generate the license file and proceed the license generation process by following the instructions. After you have completed the procedure and specified the owner of the license, you will receive an e-mail notification and a copy of your license file is displayed in Webware. You can



save the license file immediately to your system. Then, you will need to install the license with HP AutoPass License Management Tool.



**hp** HP License Key Delivery Service  
License keys delivered through the web

Welcome

Welcome to Hewlett-Packard's software licensing center, HP's license key delivery service.

Click [here](#) to see if this site is applicable for your product.  
Click [here](#) to migrate license(s) using a migration password.

» **Generate**  
New licenses  
[Learn more](#)

» **Manage**  
Licenses  
[Learn more](#)

► For details see the **Administration** guide, chapter **Installing License Keys**. For upgrading customers, because of the upgrade to HP standard autopass technology, you must obtain new license keys. To obtain these new keys, please execute the following:

- Go to the on-line support website at <http://support.openview.hp.com>.
- Click on the link **Submit support case** under **Problem reporting**.
- Sign-in with your HP Passport user-id and password. If you do not have HP Passport credentials please register.
- Submit a support case under the **Non-Technical/business** section, and selecting the **Licensing problem category**.
- You will then enter your licensing request info as requested in that process.
- You will receive your upgrade order key and further instructions via email.

## Procurement: enhancements

A new wizard has been introduced: **Reassign cost center and/or end user of request lines** (sysProcModifyReqline).

This wizard can be used to change the user and cost center associated to a collection of request lines within a collection of requests.

To start the wizard:

- 1 Display the list of requests (**Procurement/ Purchase requests** in the navigation bar).
- 2 Select the requests to change.

- 3 Start the wizard (**Procurement/ Requests/ Reassign cost center and/or end user of request lines** link in the navigation bar).
  - ▶ For details see the **Procurement** guide, part **General overview**, chapter **Requests**, section **Procedures/ Reassigning cost center and/or end user of request lines**.

## Portfolio management: enhancements

- The **Manage Software** (sysSamLauncher) wizard has undergone major enhancements and restructuring.
  - ▶ For details see the **Software assets** guide, part **Overview**, chapter **Licenses, entitlements, installations, utilizations and contracts**, section **Manage Software wizard structure (sysSamLauncher)**.
- New fields have been added to the database structure:
  - **Core CPU count** (amComputer:lCPUCoreNumber): This field stores the total number of execution cores for the physical machine. This is the product of: physical CPUs \* cores per CPU.
  - **Physical CPU count** (amComputer:fCPUNumber): This field stores the total number of physical processors for the physical machine.

Where possible these fields will be populated by an automated inventory scanning tool such as HP Discovery and Dependency Mapping Inventory. They are also used by software counters such as the SQL Server V2005 and V2008 counters, where CPU configuration is taken into account in licensing.

- The **Link/unlink an installation to/from a portfolio item...** (sysCompactInstall) wizard has been enhanced.

You access this wizard using the **Portfolio management/ IT/ Link/unlink an installation to/from a portfolio item...** link from the navigation bar. The layout of the wizard was changed.

New options have been added:

- Also unlink all software installations with the same model from their portfolio item (the portfolio item will be deleted)
- Create a portfolio item for each software installation with same model and link it to the software installation
  - ▶ For details see **Software assets** guide, part **Using the Software assets module**, chapter **Using the Software assets module**, section **Software installations and utilizations management/ Link/unlink an installation to/from a portfolio item**.
- The UNSPSC classification codes provided with Asset Manager have been updated to version 11.1201 of the UNSPC catalog.

You can import the updated UNSPSC classification codes using the following process:

- 1 Execute Asset Manager Application Designer.
- 2 Select the **File/ Open** menu item.
- 3 Select the **Open database description file - create new database** option.
- 4 Select the `gbbase.xml` file which is located in the `config` sub-folder of the Asset Manager installation folder.
- 5 Start the database creation wizard (**Action/ Create database** menu).
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

**Generate SQL script / Create database** page:

Fields	Value
Database	Select the connection to the database into which you wish to import the line-of-business data.
Creation	Import line-of-business data.
Use advanced creation options	Do not select this option.

**Creation parameters** page:

Fields	Value
Password	Enter the administrator's password.
	<p><b>Note:</b></p> <p>The Asset Manager database administrator is the record in the <b>Employees and departments</b> (<code>amEmplDept</code>) table for which the <b>Name</b> (Name) field is set to <b>Admin</b>.</p> <p>The database connection login is stored in the <b>User name</b> (UserLogin) field. The administration name is <b>Admin</b>.</p> <p>The password is stored in the <b>Password</b> field (LoginPassword).</p>

**Data to import** page:

Fields	Value
Available data	Catalog - UNSPSC product classification
Stop import if error	Select this option for the import to stop if a problem is encountered.

Fields	Value
Log file	Full name of the file to which all import operations, including errors and warnings, are logged.

7 Execute the options defined using the wizard (**Finish** button).

This populates the **Classification codes** (amProdClassCode) table.

The **EGCI Identifier** (amProdClassCode:Identifier) and **Version of the standard** (amProdClassCode:Version) fields are no longer populated during the import.

- The amComputer table has been renamed to **IT equipment**.

## Platform: support of Citrix XenApp 5

**Citrix XenApp** is an application virtualization / application delivery product that allows users to connect to corporate applications hosted on a remote server.

XenApp can either host applications on central servers and allow users to interact with them remotely, or stream and deliver them to user devices for local execution.

Citrix XenApp can be used in either of the following configurations:

- **Remote Desktop mode:**
  - Asset Manager is installed on a Citrix XenApp server.
  - An administrator grants users the right to access the Citrix XenApp server.
  - Users access Asset Manager Windows client via a Citrix XenApp remote desktop session using Remote Desktop Protocol (RDP).
- **Shared application mode:**
  - Asset Manager is installed on a Citrix XenApp server.
  - An administrator grants users the right to access Asset Manager on the Citrix XenApp server.
  - Users access the Asset Manager Windows client via a Citrix XenApp client or via a URL.

### **Known Citrix XenApp related limitations:**

- Asset Manager modal windows cannot be moved or resized.
- When a user creates an Asset Manager connection to the database (via a remote desktop session or a Citrix XenApp client), the connection information is stored in a virtualisation folder on the Citrix XenApp server, rather than in the correct amdb.ini file.

**Workaround:** administrators should create Asset Manager connections directly on the Citrix XenApp server using the Asset Manager Windows client.

- Users cannot create ODBC connections to the Asset Manager database using the Asset Manager Windows client.

**Workaround:** administrators should create ODBC connections to the Asset Manager database directly on the Citrix XenApp server.

- ▶ For details see the **Administration** guide, chapter **Accessing the database using Citrix XenApp**.

## DBMS: LONG / LONGRAW datatypes are replaced by CLOB/BLOB in Oracle databases

Starting with version 5.20, an Asset Manager database based on Oracle employs CLOB/BLOB data types for fields that previously used LONG and LONGRAW respectively.

For details see the **Installation and upgrade** guide, **Upgrading a previous version** chapter, **Detail of certain upgrade operations / Upgrading the copy of the old-format production database/ Prerequisite if the old-format production database is inferior to version 5.20 of Asset Manager and uses Oracle** section.

## Self-service catalog integration with HP Service Manager: enhancements

- The Asset Manager **Priority** (amRequest:Priority) field is now populated with the text value that appears in HP Service Manager instead of just a number.
- The value of the Asset Manager **Req. status** (amRequest:seStatus) field is now pushed to the status of the HP Service Manager shopping cart:

Value of <b>Priority</b> (amRequest:Priority) in Asset Manager	Value updated in HP Service Manager at the shopping cart level
In preparation	Awaiting approval
Awaiting approval	Awaiting approval
Validated	Approved
Satisfied	Fullfilled
Refused	Refused
Rejected	Rejected
Closed	Closed
Cancelled	Cancelled
Reserved	Reserved

The status of the shopping cart items is no longer updated according to the Asset Manager request.

- Images associated to Asset Manager models and products are now transferred to HP Service Manager.
- The integration is now based on the Asset Manager Web Service tagged 5.20.

### Integration with HP Project and Portfolio Management: enhancements

Automatic labor costs are now retrieved from HP Project and Portfolio Management by the HP Connect-It scenarios.

- ▶ For details, see the **Portfolio** guide, **Projects** chapter, **Synchronizing project data from HP Project and Portfolio Management** section.

### Integration with HP Data Center Infrastructure Management: support of HP Data Center Infrastructure Management, version 2.00

This integration now supports the latest version of HP Data Center Infrastructure Management, version 2.00 (Aperture VISTA 600).

- ▶ For details see the **Integration with HP Data Center Infrastructure Management** guide.

### Service Asset and Configuration Management integration: support of new component versions

This integration supports new versions of its components:

- HP Service Manager 7.11
- HP Connect-It 4.10
- HP Universal CMDB 8.02
- HP Discovery and Dependency Mapping Inventory 7.60
- ▶ For details see the **Service Asset and Configuration Management** guide.

### Integration with HP Discovery and Dependency Mapping Inventory: enhancements

- Support of the latest Software Applications Index (SAI) library: The most recent software installation models and corresponding inventoried models can now be imported in the Asset Manager database.
- Reconciliation keys for IT equipment used by the following HP Connect-It scenarios have been improved:
  - `ddmiac.scn`
  - `ddmiac-reconc.scn`
  - `ddmiac-swnorm.scn`

- `ddmiac-mobiledevices.scn`
- `ddmiac-hpovcmse.scn`

The following logic is now applied:

- 1 HP Connect-It searches for an existing asset with a given **Serial #** (`amAsset:SerialNo`) + **Model** (`amAsset:Model`):
  - If no matching records are found, HP Connect-It tries the next key.
  - If 1 record is found, the HP Discovery and Dependency Mapping Inventory record is reconciled with the Asset Manager record.
  - If 2 or more records are found, HP Connect-It does not update nor create any record in Asset Manager
- 2 HP Connect-It searches for an existing asset with a given **Asset tag** (`amAsset:AssetTag`):
  - If no matching records are found, HP Connect-It tries the next key.
  - If 1 record is found, the HP Discovery and Dependency Mapping Inventory record is reconciled with the Asset Manager record.
  - If 2 or more records are found, HP Connect-It does not update nor create any record in Asset Manager
- 3 HP Connect-It searches for an existing IT equipment with a given **Domain/Group** (`amComputer:Workgroup`) + **Name** (`amComputer:Name`):
  - If no matching records are found, HP Connect-It creates a new IT equipment in Asset Manager.
  - If 1 record is found, the HP Discovery and Dependency Mapping Inventory record is reconciled with the Asset Manager record.
  - If 2 or more records are found, HP Connect-It does not update nor create any record in Asset Manager
  - ▶ For details see the **Service Asset and Configuration Management** guide, chapter **Technical Reference**, section **HP Discovery and Dependency Mapping Inventory -> Asset Manager/ Reconciliation keys used for HP Discovery and Dependency Mapping Inventory scanned computers, computers without agent and network devices (including network printers)**

## SAM for BTO: update to the latest SAI

SAM for BTO now uses the latest SAI library: The most recent HP Operations Center software installation, license models and inventoried models can now be imported in the Asset Manager database.

- ▶ For details see the **SAM for BTO** guide.

## Software Asset Management: enhancements

- IT equipment can now be linked to a collection of licensing policies (license models) through the **Valid license models** (amComputer:InstallLicType) link.

The **Valid license models** collection can be seen in the detail of IT equipment, in the new **Licensing** page.

This link is used to select a license model from those applicable to a given software installation found on a computer and possibly the virtual machines hosted by the computer.

Software counters can base their calculations on the license models selected with this link.

You should select only one of the license models per software product. Asset Manager does not automatically check this rule.

### **Example of usage:**

Microsoft SQL Server can be covered by 4 different license models although the same program is installed in all 4 instances.

The **Valid license models** link is used to decide what license model applies to the computer when an installation instance of Microsoft SQL Server is found on the computer. You should select only 1 of the multiple Microsoft SQL Server license models.

- Sample software counters and related license models are provided for SQL Server V2005 and SQL Server V2008 installations.

New counters and a wizard have been added to check the compliance of Microsoft SQL Server 2005 and 2008 installations with license agreements.

► For details see the **Software assets** guide, part **Using the Software assets module**, chapter **Monitoring license compliance of installations**, section **Managing SQL Server licenses and installations with software counters**.

## Basic scripting engine: change in the size of the INTEGER and LONG data types

In order to support the 64 bit version of the Asset Manager APIs, the size of the **INTEGER** and **LONG** data types in the Basic scripting engine.

The **INTEGER** data type is now 32 bit and **LONG** is now 64 bit.

This change affects both the 32 bit and 64 bit versions of Asset Manager.

All handles returned by Basic functions such as **amQueryCreate** are now 64 bits.

All Basic scripts that store primary or foreign keys of records in variables must use the **LONG** data types which are now 64 bit.



You do not need to make any change to existing primary or foreign key values.  
You do not need to update any Basic script variable data type.

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## Changes introduced in version 5.12

The following feature enhancements are available with version 5.12 (including optional add-ons):

### SACM: New

SACM is an optional enhancement, providing more powerful data integration between HP Discovery and Dependency Mapping Inventory, Asset Manager, HP Universal CMDB and HP Service Manager.

#### Benefits of the SACM integration

- **Asset Tracking:** provides full-lifecycle management for physical and logical CIs.
- **Real time access to actual state of IT assets :** enables comparison to the desired state.
- **IT Governance & Compliance:** enriches physical and discovery data with business data (contracts, warranties, cost centers, pricing, etc) to assist in change management and other processes.
- **Centralization:** gathers cost information from hardware, software and services for centralized roll-up of TCO.
- **Consolidation:** eliminates redundancy, enforces standards, leverages virtualization.
- **Business Services:** relates services to contracts/warranties and enables service-based chargeback.

Having Asset Manager in the picture allows organizations to:

- Manage Assets from their initial stage in the organization through procurement.
- Have an authoritative reference source for all Asset data throughout the Service Lifecycle.
- Track and log Service downtime.
- Track and log TCO (Total Cost of Ownership) of Services:
  - Procurement costs.
  - Operational costs.
  - Loss of productivity costs.

- Maintain records for Services even after they have been decommissioned for both financial and review purposes.

#### Further information

A detailed guide is provided as part of the Asset Manager documentation set.

▶ ??? [page ?]

## SAM for BTO: New

#### What does SAM for BTO do?

**SAM for BTO** is an extension to the **Asset Manager Software assets** module. It provides additional features and tools specifically designed to help you to manage licensing of HP BTO software products. Among its benefits:

- to demonstrate compliance and due diligence for licensing audit purposes
- to identify areas of potential licensing overspend where you may be able to make economies

#### SAM for BTO and the Asset Manager Software Assets module

Asset Manager provides an optional module for Software Asset Management. This provides comprehensive facilities for managing software application assets. For further details including general concepts and background to Software Asset Management, see the Asset Manager guide called **Software assets**.

SAM for BTO is an optional module for clients who wish to better manage their installations of HP BTO software products. These installations typically have a more complex architecture than, say, many 3rd-party client applications. Inventory scanning and license monitoring thus require additional tools. The SAM for BTO module is thus complementary to the Software assets module. Together they provide a suite of tools that can be configured to manage and monitor all levels of software installations and licensing within your enterprise.

#### Further information

A detailed guide is provided as part of the Asset Manager documentation set.

▶ ??? [page ?]

## Changes introduced in version 5.11

### User can define custom colors for charted statistics: New

Users can now specify a set of custom colors to be used by a scripted query which returns charted statistics results for a set of subgroups or series. (It only makes sense to define colors in queries which involve multiple subgroups.)

To define a color for a series, use the **color=** parameter with the subgroup definition statement. For example

```
<subgroup Name="Germany" filtertable="amEmplDept" filter="Location.FullName like '/Germany/%' and MrMrs='Mr' " value="9" color="#cc0066"/>
```

















#### Note:

To ensure compatibility with Asset Manager Windows and Web clients, colors need to be specified with the hex equivalent of their RGB values, for example **#6f006f** for purple.

Standard graphic colors are represented with the following values (however you can specify any other color with the hex equivalent of its RGB value) :



#### Color specifications for standard graphics

 Blue R:28 G:107 B:227 (Hex:1C6BE3)	 Aqua R:51 G:166 B:182 (Hex:33A6B6)	 Gray R:156 G:156 B:156 (Hex:9C9C9C)
 R:186 G:210 B:246 (Hex:BAD2F6)	 R:168 G:215 B:223 (Hex:A8D7DF)	 R:215 G:215 B:215 (Hex:D7D7D7)
 Dark Blue R:15 G:71 B:128 (Hex:0F4780)	 Magenta R:204 G:0 B:102 (Hex:CC0066)	 Dark Green R:51 G:102 B:51 (Hex:336633)
 R:183 G:197 B:212 (Hex:B7C5D4)	 R:255 G:173 B:198 (Hex:FFADC6)	 R:193 G:209 B:193 (Hex:C1D1C1)
 Purple R:138 G:40 B:145 (Hex:8A2891)	 Brown R:146 G:93 B:73 (Hex:925D49)	
 R:202 G:163 B:205 (Hex:CAA3CD)	 R:212 G:183 B:174 (Hex:D4B7AE)	

## Error handling

The following rules are used to resolve anomalies in color definitions:

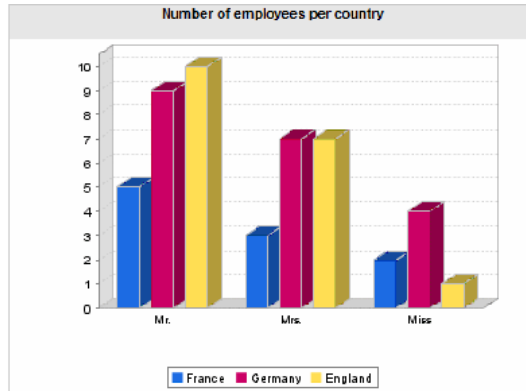
- If the **color=** parameter is undefined for one or more subgroups in a query, default colors will be applied to those subgroups.
- If the **color=** parameter uses an unrecognized value, a default color will be applied.
- Colors can only be defined once per subgroup. (Any attempt to redefine them will be ignored.)

## Practical Case

The following query defined below defines the custom colors blue, purple and yellow for three subgroups of the **Mr** group.

```
<group Name="Mr.">  
<subgroup Name="France" filtertable="amEmplDept" filter="Location.FullName  
like '/France/%' and MrMrs='Mr'" value="5" color="#1c6be3" />  
<subgroup Name="Germany" filtertable="amEmplDept" filter="Location.FullName  
e like '/Germany/%' and MrMrs='Mr'" value="9" color="#cc0066"/>  
<subgroup Name="England" filtertable="amEmplDept" filter="Location.FullName  
e like '/England/%' and MrMrs='Mr'" value="10" color="#ffde53"/>  
</group>
```

The query results in the following chart:



To learn more about defining scripts to display statistics: ► **Advanced use** guide, chapter **Statistics**, section **Examples of statistics/ Scripted statistics**.

# Integration with HP Project and Portfolio Management: New

## Introduction

The Asset Manager and HP Project and Portfolio Management software solutions enable customers to both measure and communicate the value the IT organization is providing to the businesses it supports.

Integrating Asset Manager and HP Project and Portfolio Management provides a unified portal for all operational and strategic IT investments, to help managers select optimal investments and wring cost savings out of their operational IT spend. Labor and non-labor costs associated with a project are centralized in Asset Manager.

HP Project and Portfolio Management provides the best-practice templates and processes needed to get started on the road to optimized project and portfolio management. HP Project and Portfolio Management integrates and unifies all of the discrete elements that make up the IT workload - from IT demand management to financial management, time management and resource management, to project management and program management - to enable real-time visibility into all IT activities. In addition, HP Project and Portfolio Management is built on top of a powerful workflow process engine that can automate project management processes. These capabilities enable HP Project and Portfolio Management to provide the Project Management Office with the visibility, controls and flexibility needed to align IT services with business objectives.

Asset Manager's powerful ITIL-aligned financial management capabilities and robust computation engine help organizations manage the full life cycle of assets, from procurement to retirement and capture costs, report them against any kind of asset, chargeback for service usage, and make this information available to C-level executives for business decision-making.

## Prerequisites

Installations of the following products are required before the integration:

- Asset Manager 5.1
- HP Project and Portfolio Management 7.5
- HP Connect-It 3.9

## Integration procedure

This section explains how to implement the first level integration between Asset Manager and HP Project and Portfolio Management. (Further enhancements are then possible, depending on your project management requirements.)

The dedicated HP Connect-It connector called **Project and Portfolio Management Center** allows Asset Manager to access two of the HP Project and Portfolio Management Web Services, (via two instances of the connector):

- Project Service (to retrieve information about the projects)
- Finance Service (to retrieve actual costs for the projects)

To configure the link to the HP Project and Portfolio Management application server:

- 1 Select the **Administration/ Edit the URL address of the application servers...** navigation bar link
- 2 On the **Add and/or modify properties of the application servers** screen, select the **PPM** application server (or add an entry if it is not already present in the list)
- 3 Click in the corresponding field in the **Server's URL address** column
- 4 Enter the URL to the HP Project and Portfolio Management server, for instance **http://localhost:8082**
- 5 Click **Next**, then **Finish**

To install the new scenario and connector:

- 1 From the HP Connect-It Support server, obtain the new HP Project and Portfolio Management integration scenario called `ppmam.scn` and the new connector. These are supplied in a zip archive.
  - 1 Connect to [http://h20229.www2.hp.com/uploads/ovrd/ovr\\_1\\_ovconnit\\_0001.html](http://h20229.www2.hp.com/uploads/ovrd/ovr_1_ovconnit_0001.html)  
An HP Passport is required with the appropriate rights.
  - 2 Fill out the HP Connect-It scenario download form.
  - 3 Click **Next**.
  - 4 In the **Connect-It 3.90** section, select the HP Project and Portfolio Management-Asset Manager integration ZIP file.
- 2 Extract the contents of the zip file to the HP Connect-It installation folder, for instance `C:\Program Files\HP\Connect-IT 3.90 en\`
- 3 Run HP Connect-It
- 4 Open the `ppmam.scn` scenario from the location where you installed it, in the previous step.
- 5 Configure each of the two connector instances (**PPM 7.5 Project Service** and **PPM 7.5 Finance Service**), by right-clicking them then following the wizard. The parameters whose labels highlighted in red are compulsory.  
On the **Define connection parameters** screen, populate and/or adapt the server and port details as necessary.

## Use HP Connect-It to transfer data from HP Project and Portfolio Management to Asset Manager

Data is transferred only if the scenario is executed (either manually or on a regular, programmed basis.)

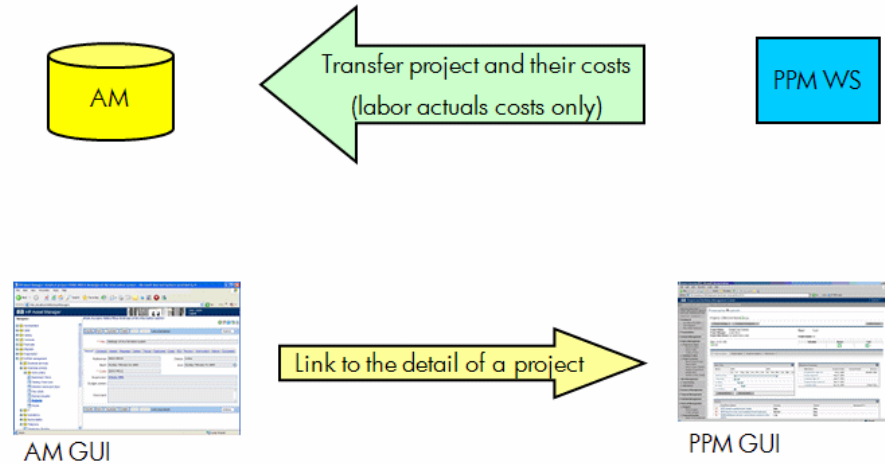
HP Connect-It imports projects from HP Project and Portfolio Management to Asset Manager, including details of their expense lines, cost types, actual labor costs from the budget associated with the project, project status, purpose, and multi-currencies. The new project details are then available in both the Windows and Web client versions of Asset Manager.

### What the integration provides

#### Overview

The following schematic summarizes the benefits provided by the integration.

## Integration levels



#### Listing Projects

All projects from the HP Project and Portfolio Management database are added to the Asset Manager database, with a **Reference** (Ref) prefixed with PPM. Thus to display all and only those projects originating in HP Project and Portfolio Management, you can filter on the **Reference** (Ref) field using the

contextual menu option **Filter on this field**, then selecting the **LIKE** operator and the value **PPM%**.

When you list projects in Asset Manager (using the **Portfolio Management/Extended portfolio/Projects** link from the navigation bar), the project TCO is available via a calculated field:

The **Project TCO** (CoreProjectTCO) field shows Total Cost of Ownership, on the **Costs** and **ROI** tabs. This figure is the total for expense lines attached to the project and whose status is **Incurred** or **Incurred and Locked**.

---

 **Note:**

The result calculated in this field includes a conversion, if necessary, from the defined source currency, to the Reference currency 1. Any changes to the result will be reflected following a forced manual refresh.

When you create a budget in HP Project and Portfolio Management it is associated with a **Region**, for example **France** or **US**. A currency is associated with each Region, and hence with costs for projects to which the budget is associated.

The HP Connect-It integration scenario includes a mapping table that tells Asset Manager which currencies are used for the following Regions: France, Germany, Japan, UK, US. Costs imported from HP Project and Portfolio Management for projects linked to these Regions can thus be properly represented or converted.

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**Tip:**

If you wish to redefine an existing currency mapping, or to create a mapping to be used in importing costs for a newly defined Region from HP Project and Portfolio Management to Asset Manager use the following procedure:

- 1 Run HP Connect-It
- 2 Open the ppmam.scn scenario
- 3 Open the Mappable editor using the **Scenario/ Maptables...** menu
- 4 Select the currency map table located under the HP Connect-It installation folder:  
\\scenario\ppm\mpt\ppmam.mpt
- 5 To change the currency mapping for an existing Region, edit the corresponding mapping parameter, for example

UK		GBP
----	--	-----

so that the second value is the three-letter ISO currency code (Asset Manager **Name**) of the source currency for the HP Project and Portfolio Management costs. Asset Manager will then assume that all amounts imported from HP Project and Portfolio Management for a project associated to that Region are in that currency. For instance, if you edit the parameter to read

UK		EUR
----	--	-----

Asset Manager will assume that costs from projects whose budgets are linked to the UK Region are henceforth represented in Euros.

**OR**

To create a new mapping for a Region newly defined in HP Project and Portfolio Management add a new parameter with the Region name followed by the | symbol and the ISO currency code. For instance, to create a mapping for a new **China** Region, you might add the following entry to the mapping table:

China		CNY
-------	--	-----

If you are unsure of the correct ISO currency code to use, you can check it in Asset Manager by displaying the **Currencies** (amCurrency) table with the **Financials/ Currencies/ Currencies** navigation bar link.

### Viewing detailed project costs from Asset Manager

Asset Manager federates all IT costs, including project costs. You can browse from Asset Manager all costs of each project. (In the example screen below, costs derived from PPM have Labor in their name). Hence, Asset Manager provides in the Project Total Cost of Ownership that includes IT material, contract as well as labor costs.

## Having an operational view of projects from Asset Manager

You can launch HP Project and Portfolio Management from Asset Manager to focus on labor aspects by clicking on the **Display the detail in Project Portfolio Management** link on the **General** tab.

Project: Partner Management System Green

Project Settings | **Configure Participants** | Delete Project

Project Status: Detailed Project Definition  
 Project Manager: Nicole Smith  
 Project Plan Period: January 2008 to June 2008

Phase: Project  
 Project Region: US

Status: Nov 3, 2008  
Green

Schedule Green Issues Red Cost Red

Project Summary | **Project Details** | References

**Work Plan**

Name	January 2008	February 2008	March 2008	April 2008
Partner Man...	[Gantt bar]			
I. Requirem...	[Gantt bar]			
II. Solutio...	[Gantt bar]			
III. Probt...	[Gantt bar]			
IV. Purchas...	[Gantt bar]			

Edit Work Plan | View Baselines

**Milestone Summary**

Milestone	Sched Finish	Actual Finish	Owners
Requirements Sign-Off	Jan 16, 2008		
Design Approval	Jan 29, 2008		
Prototype Sign-Off	Jan 29, 2008		
Purchases - Capitalized	Jan 7, 2008		
Purchases - Expensed	Jan 7, 2008		

**Issues**

Req#	Description	Priority	Status	Assigned To
30271	More filters to report	High	New	
30278	Acceptance criteria undefined	High	New	
30261	Change in support hours	Normal	New	
30249	Report layout needs change	Normal	New	
30245	Inventory balance is wrong	Normal	New	

Log Issue | Show Full List

**Risks**

Req#	Description	Status	Probability	Impact Level	Assigned To
30122	Training schedule	New	Unlikely (0-40%)	High	
30126	Missing Key Inputs on Requirements from remote sales offices	New	Unlikely (0-40%)	Low	
30046	Gitches in bulking move during testing	New	Unlikely (0-40%)	Low	
30085	Patch release incompatibility with desktop publishing SW	New	Unlikely (0-40%)	Low	

Show Full List

## Cost import limitations

- Costs generated out of the tasks declared at the work plan level in HP Project and Portfolio Management and that are rolled up automatically to the Budget cannot be retrieved with the version of HP Project and Portfolio Management Web Services that is currently integrated with Asset Manager.

- Only actual costs are imported. For instance in the example project budget shown below, the **Plan** (planned) costs would not be imported.

This Budget is for **Asset - Corporate Help Desk**; actuals are **entered manually**. This Budget occurs in **Region - US**; Cost are entered in **United States Dollar**. This Budget has capitalized costs.

Start Period: January 2007    Finish Period: December 2008    [Change Periods](#)

Asset Budget Summary			
Planned Budget		Actual Budget	
Total Planned Capital	\$240,000	Total Actual Capital	\$52,000
Total Planned Operating	\$1,152,000	Total Actual Operating	\$86,000
<b>Total Planned Budget:</b>	<b>\$1,392,000</b>	<b>Total Actual Budget:</b>	<b>\$138,000</b>

Asset Budget Breakdown

Budget Status: Approved    [Rework Plan](#)    Show: [Plan Only](#) | [Plan and Actuals](#)    View Lines In: [Months](#) | [Quarters](#)

Breakdown from January 2007 to December 2008 (Numbers in Table in 000s)

	Q1 2007												Q2 2007					
	Jan 07		Feb 07		Mar 07		Apr 07		May 07		Jun							
	Plan	Act	Plan	Act	Plan	Act	Plan	Act	Plan	Act	Plan							
<b>Capital</b>																		
Training Non-Labor	10	20	10	20	10	5	10	4	10	3	10							
<b>Capital Total</b>	<b>\$10</b>	<b>\$20</b>	<b>\$10</b>	<b>\$20</b>	<b>\$10</b>	<b>\$5</b>	<b>\$10</b>	<b>\$4</b>	<b>\$10</b>	<b>\$3</b>	<b>\$10</b>							
<b>Operating</b>																		
Employee Labor	48	24	48	36	48	12	48	14	48	36	48							
<b>Operating Total</b>	<b>\$48</b>	<b>\$24</b>	<b>\$48</b>	<b>\$36</b>	<b>\$48</b>	<b>\$12</b>	<b>\$48</b>	<b>\$14</b>	<b>\$48</b>	<b>\$0</b>	<b>\$48</b>							
<b>Month Total</b>	<b>\$58</b>	<b>\$44</b>	<b>\$58</b>	<b>\$56</b>	<b>\$58</b>	<b>\$17</b>	<b>\$58</b>	<b>\$18</b>	<b>\$58</b>	<b>\$3</b>	<b>\$58</b>							
<b>Quarter Total</b>	<b>Plan: \$174 Actual: \$117</b>																	

## Software license rights compliance - integration with HP Client Automation: Improvements

- The **License rights compliance** module did not function correctly and has been fixed.
- New HP Connect-It scenarios have been provided.
- Labels have been changed.

## Management of virtual environments: Improvements

The management of virtual environments has been extended and improved:

- **Virtualization - Line-of-business data** are now provided. They include:
  - Client-resource relationship types that are necessary for virtual environment management servers to be imported from HP Discovery and Dependency Mapping Inventory through HP Connect-It:

- Manages VM host (ManagesVmHost)
  - Manages virtual machines (ManagesVm)
- Natures:
  - Virtual machine (CPUVM)
  - Business service (BIZSVC)
- Models:
  - Virtual machine (VMCPU)
  - VMware ESX Server (SIESX)
  - VMware VirtualCenter (SIVC)
  - VMware ESX Server (ESXSERVER)
  - VirtualCenter Server (VCSERVER)
  - Virtual machine management software (SIVM)
- **Dashboard** type actions:
  - ◆ Dashboard: Virtualization (BstVirtualizDashBoard)
- Statistics:
  - Breakdown of physical computers versus virtual machines (StdStatVirtPhys\_virt)
  - Breakdown of virtual machines by Oper. System (StdStatVirtOS\_virt)
  - Breakdown of virtual machines by State (StdStatVirtStatus\_virt)
  - Breakdown of virtual machines per CPU speed (StdStatVirtCPUSpeed\_virt)
  - Breakdown of virtual machines by Assignment (BstStatVMsByAssignment\_virt)
- The model tree has been restructured.
 

You will find models related to virtual environments attached to the **IT and Telecom/ IT accessories and equipment/ Computers** and **IT and Telecom/ IT accessories and equipment/ Computers/ Computer servers** tree nodes.
- The HP Connect-It scenarios used to import virtual environment components from HP Discovery and Dependency Mapping Inventory have been improved in the following ways:
  - Virtualization servers ( VMWare VirtualCenter, VMWare ESX Server, Solaris Zone, etc.) are imported as computers.
  - A software installation is created to describe the virtual machine management software. It is attached to the virtualization server where it was found.



#### Note:

These software installations are not scanned by HP Discovery and Dependency Mapping Inventory.

- The **Computer type** (ComputerType) field in the **Computers** (amComputer) make it possible to distinguishing the various servers ( VMWare VirtualCenter, VMWare ESX Server, Solaris Zone, etc.).
- A client-resource relationship is created between:
  - A virtual machine and the virtualization server hosting it
  - A virtualization server and a virtual environment management server (such as VirtualCenter)
- The **Portfolio management/ IT/ IT equipment/ Virtual environment management servers** entry on the navigation bar displays a list of servers and details on the selected one.

## Database password encryption: Improvements

Asset Manager previously used its own security algorithm to encrypt database passwords stored in the `amdb.ini` file. In version 5.1, sign-in security is enhanced with the stronger, industry-standard **AES 256** algorithm.

When you create a new connection to a database using the **File/ Manage connections** Windows client menu, or modify sign-in details of an existing connection, the password stored in the `amdb.ini` file will be encrypted using AES 256.

When opening an existing database connection from `amdb.ini`, Asset Manager is backward compatible with the previous encryption system and can connect using the old password.

If you wish to enhance security of an existing database connection with AES 256 encryption, you should change the old password. In this way the old password, encrypted with the weaker method, will no longer be usable.

For details of the new method, see

[http://en.wikipedia.org/wiki/Advanced\\_Encryption\\_Standard](http://en.wikipedia.org/wiki/Advanced_Encryption_Standard).

## Full support for Oracle 10 clients: Improvements

Support for the use of Oracle 10 clients, in combination with the Oracle 10 DBMS, has been improved. The limited instances where it was previously necessary to use an Oracle 9 client with Asset Manager running on an Oracle 10 DBMS have been fixed.

## Full support for Oracle 11: New

Asset Manager 5.1 provides support for Oracle 11.

## Performance on Solaris and AIX: Improvements

Performance of Asset Manager executed on Solaris and AIX environments has been significantly improved.

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## Changes introduced in version 5.10

### Brand name used for the product and its components: Modifications

Former name	New name
HP OpenView	HP Software
AssetCenter	Asset Manager
AssetCenter Database Administrator	Asset Manager Application Designer
AssetCenter Server	Asset Manager Automated Process Manager
AssetCenter Export	Asset Manager Export Tool
AssetCenter Base	Retired
AssetCenter Portfolio	Asset Portfolio

### Name and location of files and parameters: Modifications

Below are some examples of file names and locations, and parameters that have changed:

File or parameter	Former name or location	New name or location
Installation folder of the Asset Manager components	C:\Program Files\HP OpenView\AssetCenter...	C:\Program Files\HP\Asset Manager 9.31 xx, where <b>xx</b> corresponds to the Asset Manager installation language.
Asset Manager entries on the Windows <b>Start</b> menu	Start/ Programs/ HP OpenView/ AssetCenter...	Start/ Programs/ HP/ Asset Manager...
Name of the MSDE instance used for the demonstration database	ASSETCENTER	ASSETMANAGER
Password used for the MSDE <b>sa</b> user	saacpassword	saampassword
Name of the connection to the demonstration database	ACDemo...	AMDemo...

File or parameter	Former name or location	New name or location
File name	ac-jni-51.jar	am-jni-51.jar
File name	ac-constants-51.jar	am-constants-51.jar
File name	AssetCenter.xml	AssetManager.xml
File name	AssetCenterWebService.xml	ssetManagerWebService.xml
Asset Manager Web Tier URL	http://.../AssetCenter	http://.../AssetManager
File name	ac-pwd-crypt-51.jar	am-pwd-crypt-51.jar
File name	AssetCenterWebService.war	AssetManagerWebService.war
File name	AssetCenter-webservice.ear	AssetManager-webservice.ear
File name	AssetCenter.war	AssetManager.war
File name	AssetCenter-webtier.ear	AssetManager-webtier.ear
Location of .ini and .cfg files on Windows NT systems	\Documents and Settings\ <windows user="">\Application Data\Hewlett-Packard\HP OpenView\conf folder</windows>	\Documents and Settings\ <windows user="">\Application Data\HP\AssetManager\conf folder</windows>
Location of .ini and .cfg files on Windows Vista systems	\Users\ <windows user="">\AppData\Roaming\Hewlett-Packard\HP OpenView\conf folder</windows>	\Users\ <windows user="">\AppData\Roaming\HP\AssetManager\conf folder</windows>
Location of .ini and .cfg files on Unix systems	~/ .ov/conf/ folder	~/HP/AssetManager/conf folder
Location of the amdb.ini file on Windows NT systems ( <b>system</b> connections)	\Documents and Settings\ <all users="">\Application Data\Hewlett-Packard\HP OpenView\conf folder</all>	\Documents and Settings\ <all users="">\Application Data\HP\AssetManager\conf folder</all>
Location of the amdb.ini file on Windows NT systems ( <b>user</b> connections)	\Documents and Settings\ <windows user="">\Application Data\Hewlett-Packard\HP OpenView\conf folder</windows>	\Documents and Settings\ <windows user="">\Application Data\HP\AssetManager\conf folder</windows>
Location of the amdb.ini file on Windows Vista systems ( <b>system</b> connections)	\ProgramData\Hewlett-Packard\HP OpenView\conf\ folder	\ProgramData\HP\AssetManager\conf folder
Location of the amdb.ini file on Windows Vista systems ( <b>user</b> connections)	\Users\ <windows user="">\AppData\Roaming\Hewlett-Packard\HP OpenView\conf\ folder</windows>	\Users\ <windows user="">\AppData\Roaming\HP\AssetManager\conf folder</windows>
Location of the amdb.ini file on Unix systems ( <b>system</b> connections)	/var/opt/OV/conf/ folder	/var/opt/HP/AssetManager/conf folder

File or parameter	Former name or location	New name or location
Location of the amdb.ini file on Unix systems ( <b>user</b> connections)	~/ .ov/ conf/ folder	~/HP/AssetManager/conf folder

## User profiles: Improvements

In version 5.10, Asset Manager has improved the way in which it controls access to its databases:

- **User roles:** Users are no longer associated with a unique user profile, but with one or more user roles.

When connecting, the user selects the user role that corresponds to what that user would like to do with Asset Manager.

Example of a user role: **Asset Manager for site X**.

A user role comprises one or more user profiles.

Example of a user profile: **Request validation**.

- **User profiles:** Profiles continue to be used.
    - They remain composed of user rights, functional rights and access restrictions.
    - On the contrary, a user profile can no longer be directly associated with a user (it is, indirectly, via a user role).
  - **User rights:** No change.
  - **Functional rights:** No change.
  - Asset Manager is installed with line-of-business data that you can import into your production database.
    - The line of business data is named **Administration - Roles profiles user rights and restrictions**. They contain standard user profiles.
  - The **Select your Asset Manager user role** (sysCoreChangeMasterProfil) can be associated with a user as an action to execute when the user connects.
    - This wizard lets the user modify his or her default user role when the user connects to the Asset Manager database.
- **Administration** guide, chapter **Controlling access to the database**.

## Web client: Improvements

- Time required to display pages has been greatly reduced.
- The deployment procedure has been modified.
  - **Installation and upgrade** guide, chapter **Installing, configuring, uninstalling and updating Asset Manager Web**.



- Workflow schemes (graphical representation) can now be viewed via the Web client.
  - ▶ **Advanced use** guide, chapter **Workflow**, section **Workflow tracking**.
- BEA WebLogic is now supported.
  - ▶ **Installation and upgrade** guide, chapter **Installing, configuring, removing and updating Asset Manager Web**, section **Installing Asset Manager Web**.
- Using screens, which can be configured just like views, it is now possible to have a view equivalent in the Web client.
 

Shared views are automatically converted to screens when migrating the old-format database.

Views created after the migration can be converted to screens via a wizard.

  - ▶ **Tailoring** guide, section **Customizing shared views**.
- Filters: Filters remain displayed above lists after they have been applied.
 

Records from wizard or tab lists can be filtered and sorted.

  - ▶ **User Interface** guide, chapter **First steps with Asset Manager**, section **Record lists/ List display parameters**.
- Lists from hierarchic tables can be displayed in tree view for main lists and tab lists (but not wizard lists).
  - ▶ **User Interface** guide, chapter **First steps with Asset Manager**, section **Record lists/ List display parameters**.
- Statistics can be displayed.
  - ▶ **User Interface** guide, chapter **First steps with Asset Manager**, section **Record lists/ Viewing statistics**.
- The appearance of the Web clients can now be customized.
  - ▶ **Tailoring** guide, section **Customizing Web clients**
- Users can now reference a page in the Microsoft Internet Explorer favorites.
  - ▶ **User Interface** guide, chapter **First steps with Asset Manager**, section **Asset Manager workspace/ Favorites**.

## Financial management: Improvements

- Budgets are now easier to create.
  - ▶ **Financials** guide, chapter **Expenses** section **Budgets**.
- Chargeback features have been improved.
 

IT expenses are now more easily charged back to the appropriate department making the IT cost center equal zero.

To assist you, Asset Manager provides you with predefined chargeback rules and systems.

They are included in the **Financials - Line-of-business data (TCO-budgets-chargeback)** line-of-business data that you can import into your production database.

▶ **Financials** guide, chapter **Chargeback**.

- The calculation method used to calculate an asset's or a business service's total cost of ownership (TCO) has been modified: Calculation formulae have been improved and the result of the calculation, which was previously stored in a calculated field, is now stored in a monetary field (doing so accelerates the display of the TCO in lists).
  - ▶ **Financials** guide, chapter **Total Cost of Ownership (TCO)**, section **Calculate the Total Cost of Ownership (TCO) in Asset Manager/ TCO of an asset/ How is TCO for an asset calculated?**
  - ▶ **Financials** guide, chapter **Total Cost of Ownership (TCO)**, section **Calculate the Total Cost of Ownership (TCO) in Asset Manager/ TCO of a business service/ How is a business service's TCO calculated?**
- **Cost categories** have been renamed to **cost types** to comply with ITIL terminology.
- Budget modification possibilities are now dependent on the value of the **Status** (seStatus) field.

Once the budget has been validated, budget modifications can be frozen and, if the budget is modified, a new validation request can be triggered.

## Native support for Microsoft SQL Server 2005: New

Microsoft SQL Server 2005 is now fully supported. You no longer need to activate Microsoft SQL Server 2000 compatibility on the server.

No additional specific configuration is needed to use it.

▶ **Administration** guide, chapter **Creating, modifying and deleting an Asset Manager database**, section **Creating an empty shell with the DBMS/ Creating a database at the DBMS level/ Microsoft SQL Server**.

## Support for Windows Vista: Improvements

Support for Windows Vista has been improved.

No additional specific configuration is needed to use it.

▶ **Installation and upgrade** guide, chapter **Installing and uninstalling in Windows (except Asset Manager Web)**.

## Integration with HP Client Automation: Modifications

In Asset Manager version 5.0x, the HP Client Automation integration was only available for the English version of Asset Manager and required that a specific configuration be implemented. This was especially true for the database structure.

Integration with HP Client Automation is now standard for all Asset Manager language versions.

► **Integration with software distribution and configuration management tools** guide, section **Integration with HP Client Automation**.

## Integration with HP Discovery and Dependency Mapping Inventory: Improvements

It is now possible to import the software library read by HP Discovery and Dependency Mapping Inventory.

This is possible using the **edac-swnorm.scn** scenario.

This scenario is installed with HP Connect-It.

► **Software assets** guide, section **Using the Software assets module**, chapter **Software installations and utilizations management**, section **Creating installations/utilizations automatically**.

## Procurement Management: Modifications

- When processing a request, users can check if a portfolio item exists before making a purchase, and reserve the portfolio item.
  - **Procurement** guide, section **Special cases**, chapter **Reserving items to be acquired**.

- Only guest access (detail of the user) is required to create or approve requests
- The **Purchase request validation** (REQAPPR) workflow scheme has been modified:

Functional approval is required if, in the detail of the cost center associated with the request, the **Functional approval is required** (bFuncApproval) option is selected.

Financial approval is required if the request's pre-tax total amount exceeds the threshold amount defined in the associated cost center.

A budget approval step was added for cases when the financial approver requests that the budget be approved during the financial approval phase.

► **Procurement** guide, section **General overview**, chapter **Requests**, section **Procedures/ Automating request validation**.

## Request self-service: New

A request self-service system is now available.

This system is more user-friendly and provides you with the HP Service Manager interface that you can use to carry out your requests:

- 1 You describe your catalog of services (standard requests) and products which can be transferred in HP Service Manager, and specify when an off-catalog product can be requested for a given asset category (models).
- 2 Models, standard requests and products are exported from Asset Manager to the HP Service Manager catalog.
- 3 Users create requests via the HP Service Manager self-service catalog and make their selection based on the standard requests, products and off-catalog product categories in Asset Manager.
- 4 The request is then sent from HP Service Manager to Asset Manager.
- 5 After this step, the procurement cycle is carried out in Asset Manager.
- 6 Then, the status of the request is updated in HP Service Manager via a HP Connect-It scenario.

Users can view the status of their requests.

► **Procurement** guide, section **General overview**, chapter **Request self-service**.

## Managing software assets: Improvements

The software asset management module has been improved globally to make it easier to use.

Terminology and processes have been aligned with ITIL and ISO terminology and processes.

- Filters have been added to wizards
- Software upgrades and license rights transfers are now managed by counters.
  - **Software assets** guide, chapter **Monitoring license compliance of installations**, section **Optimize compliance with software updates and license transfers**.
- Software installations can be created without creating a portfolio item (optional).

Advantage: Less space is used in the database.

- **Software assets** guide, chapter **Software installations and utilizations management**, section **Linking/unlinking an installation to/from a portfolio item**.
- New license types can be managed including demonstration licenses
- Named entitlements can now assign rights to groups and departments.  
Installations are now authorized instead of licenses.

The **Assign user/installation rights...** (sysSamEntitlement) wizard has been modified to take this change into account.

## Forms: Support no longer provided

Forms are no longer supported.

The **Tools/ Reporting/ Forms...** menu was removed from the Windows client. However, if you converted an Asset Manager old-format database to the 5.10 format, then the forms will still be present in your database.

You can continue creating the forms in the Windows client via the **Administration/ List of screens...** menu. Once you've clicked this menu item, select the **Internal forms** (amForm) table.

Replace the forms with reports from Crystal Reports:

- **Creating and editing reports:** Use the designer sold by Business Objects or the OEM version named Crystal Reports for Asset Manager, delivered with Asset Manager.
  - **Saving reports:** Use the Asset Manager database or the server database sold by Business Objects or the OEM version named Crystal Reports Server for Asset Manager, delivered with Asset Manager.
  - **Displaying in the Windows client:** Install the Crystal Reports viewer distributed by Business Objects or delivered with Asset Manager.
  - **Displaying in the web client:** Use the server sold by Business Objects or the OEM version called Crystal Reports Server for Asset Manager, delivered with Asset Manager.
- ▶ **Advanced usage** guide, chapter **Crystal Reports**.

## API: Additions

The following APIs have been added:

- AmCalculateStatistic
  - AmCalculateStatisticFromSQLName
  - AmCalculateAndStoreStatistic
  - AmDbGetLimitedList
- ▶ **Programmer's reference**.

## Business home pages: New

When you click a node in the Asset Manager Web client, the business home page of the selected domain is displayed (for example, **Finance**).

The page has several sections relevant to the functional domain of the selected node and the connection role of the connected user:

- Statistics
- Useful links (open a screen, start a wizard, open a Web site, etc.)
- Actions
- Reports
- ▶ **Tailoring** guide, section **Customizing Web clients** , chapter **Business home pages** .

## Navigation bar: Modifications

The structure of the navigation bar has been modified: Some entries have been moved, others have been renamed.

## Statistics: Improvements

You can now define statistics in one of two ways:

- By using a standard query
- By writing a complex script to display statistics

You can use scripts to define more complex statistics.

For example, if you want to group records by period, compare records in different tables or group using data from a full name type field, you will need to write a script.

- ▶ **Advanced use** guide, chapter **Statistics**, section **Using a script instead of a query**.

## Managing mobile devices: New

Mobile devices include communication devices and accessories such as mobile phones, PDAs, etc.

Like computers, mobile devices are stored as portfolio items. They are listed in the computers table but have specific fields.

- ▶ **Portfolio** guide, chapter **IT portfolio**, section **Mobile devices**.

## Managing virtual machines: New

Like computers, virtual machines are stored as portfolio items. They are listed in the computers table but have specific fields.

- ▶ **Portfolio** guide, chapter **IT portfolio**, section **Virtual machines**.

## Service level management: New

Asset Manager lets you:

- Describe service level agreements.
  - Describe a service level objectives contract for each time division (for example, for 2008), for each service level agreement.
  - Describe performance objectives for each period covered by the time division (for example, each quarter of 2008), for each service level objectives contract.  
These objectives are used to evaluate the availability of the service.
  - Define downtime penalty calculation rules for each service level objectives contract.
  - Calculate availability levels and any penalties.
  - Chargeback penalties.
- ▶ **Contracts** guide, section **Utilization**, chapter **Manage service levels**.

## Reports: Modifications

An OEM version that includes two Crystal Reports applications is now bundled with Asset Manager:

- Crystal Reports for Asset Manager
- Crystal Reports Server for Asset Manager

However, you may continue using a commercial version of these two Crystal Reports products as long as its version number is listed in the Asset Manager compatibility matrix.

The Crystal Reports implementation procedure depends on whether you are using a commercial or OEM version.

- ▶ **Advanced Use** guide, chapter **Crystal reports**.

## Sybase SQL Server: Support no longer provided

Sybase SQL Server is no longer supported.

## Contract terms and conditions: New

Asset Manager now lets you describe detailed terms and conditions of a contract.

- ▶ **Contracts** guide, section **Utilization**, chapter **Step 1 - Creating the contract**, section **Contract terms and conditions**.

## Delegations: New

Workflow tasks can now be delegated to designated users.

Delegations let users transmit task assignments from one user (Employee delegating) to another user (Employee delegated to) and do so for a determined or undetermined period of time.

► **Advanced use** guide, chapter **Workflow**, section **Tasks/ Delegating a task**.

## Documentation: Modifications

All of the guides have been modified.

► The list of all guides that are provided and where to find them are listed in this manual, in section [Related documentation](#) [page 231].

## Storage of Unicode data: New

In all Asset Manager installations, regardless of language, Unicode strings can be stored in the Asset Manager database by activating this option with Asset Manager Application Designer

If this option is activated you can use all of the following together within a field:

- Characters from most languages, including Asian languages.  
For a complete list of supported code pages, see the compatibility matrix: ► [Product compatibility](#) [page 74].
- Left-to-right character order
- Right-to-left character order (for example, Arab or Hebrew)
- Combination of left-to-right and right-to-left character orders (bidirectional)

This can only be used if the following components are installed under Windows: Asset Manager API, Asset Manager Web Service Asset Manager Automated Process Manager, Asset Manager Export Tool, Asset Manager Import Tool.

In any event, the database may be hosted on a Unix server.

► **Administration** guide, chapter **Creation, modification and deletion of a Asset Manager database**, section **Languages that can be used in text fields**.

## Environments, platforms and software: End of support

The following third party environments, platforms and software which were part of a Asset Manager integration are no longer supported:

- Windows 2000
- RedHat Enterprise Linux 3
- Solaris 8
- AIX 5.2



- Oracle 9.2
- Microsoft SQL 7
- DB2 8.x
- WebSphere 6.0
- Apache 1.3
- Get-Resources
- Crystal Reports 10, 11.0
- Sybase Adaptive Server



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## 2 Updates to this guide

The cover page of these Release Notes contains the following information:

- Software version
- Document Release Date, which changes each time the guide is updated

For the latest updates or to find out if you are using the most recent version, please visit the following Web site:

<http://h20230.www2.hp.com/selfsolve/manuals>

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 Note:

Acrobat Reader must be installed on your system to read the PDF files (\* .pdf). You can download Adobe Acrobat Reader from the following site:

<http://www.adobe.com/>

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## 3 Installation notes

Specifications and Asset Manager installation instructions are detailed in the **Installation and upgrade** guide provided in Adobe Acrobat format (.pdf). This document is located on the Asset Manager CD-ROM in this folder:

```
ac\program files\HP\Asset Manager 9.31 <installation language code>\doc\pdf
```

After the installation, this document can also be found in the following folder: doc\pdf subfolder of the Asset Manager installation folder. (Generally this is C:\Program Files\HP\Asset Manager 9.31 xx\doc\pdf)



### Note:

Replace **xx** with the two letter language code of your Asset Manager installation.

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### Saving time when installing client machines

Performing a full installation of Asset Manager (called **Typical** by the setup program) may take a significant amount of time; this is true for installation as well as subsequent uninstallation and update.

In many cases, you will not need all program features to be installed; this is particularly true when you install a regular Asset Manager client.

If that is the case, on the first page of the setup screen, select **Custom** and click **Next**.

On the following screen, features that can typically be omitted are:

- Asset Manager Automated Process Manager
- Database administration (includes Asset Manager Application Designer and database migration)
- Demonstration database
- Bar-code reader
- Web Services and Web Client

## Upgrading a beta version of Asset Manager 9.31

If you have already installed a BETA version of Asset Manager 9.31 you must uninstall it manually before installing this version.

## Upgrading a previous version of Asset Manager

The operations to perform to upgrade Asset Manager depend on the previous version number:

**Table 3.1. Upgrading a previous version of Asset Manager - Operations to perform**

Number of the version to be updated	Operations to perform	Documentation to consult
Version 9.30 or later	<b>Update procedure</b>	This guide, section <a href="#">Updating Asset Manager version 9.30 or later</a> [page 71]
Versions 4.2.x, 4.3.x, 4.4.x, 5.0x, 5.1x, or 5.2x	In most cases, a <b>simple upgrade</b> will suffice	<b>Installation and upgrade</b> guide, chapter <b>Upgrading a previous version</b> , section <b>Upgrading Asset Manager 4.2.x, 4.3.x, 4.4.x, 5.0x or 5.1x - Overview</b>
	If the <b>simple upgrade</b> fails, you will need to perform a <b>simplified migration</b>	<b>Migration</b> guide
Versions 4.1.x or earlier	<b>Full migration</b>	<b>Migration</b> guide

---

## Updating Asset Manager version 9.30 or later

### Why update?

Some slight modifications have been made to Asset Manager between the previous version and 9.31:

- Database structure:  
Certain structural parameters (default values, screens or pages for example) have been modified or added.  
On the other hand, no tables, fields or links have been added or deleted.
- The programs have been slightly changed.

### Required competencies

The update process is relatively simple and requires:

- An understanding of Asset Manager (installation, administration).
- Preparation
- Technical competency: database administration.
- Methodology

### Update procedure

- 1 Make a backup of the old-format production database.
- 2 Block the old-format production database.



Blocking the **old-format production database** consists of stopping the **old-format production database** from being used so that no modifications are made during the upgrade process (they would not be taken into account in this case).

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Perform the following tasks:

- 1 Disconnect all users from the old-format production database.
- 2 Shut down the following:
  - Asset Manager Automated Process Manager
  - Asset Manager APIs
  - External programs that access the old-format production database.
- 3 Block access to the old-format production database.
- 3 Update the Asset Manager programs.

► **Installation and upgrade** guide, chapter **Upgrading a previous version**, section **Detail of certain upgrade operations/ Updating Asset Manager programs**

4 Import the **version 9.31 system data**.

- 1 Launch Asset Manager.
- 2 Connect to the **old-format production database**, which is blocked, via **File/ Connect to database**.
- 3 Select **File/ Import**, option **Execute a script**.
- 4 Select `upgrade.lst`.

Location:

- Normally: `C:\Program Files\HP\Asset Manager 9.31 xx\migration\fromxxx`, where **xxx** stands for the version of the **old-format production database**
- If you have installed the Asset Manager Cloud Billing package 1.0 or 1.1: `C:\Program Files\HP\Asset Manager 9.31 xx\migration\from930_CBV1`.

 **Warning:**

If you import this `upgrade.lst` on an environment where the Cloud Billing package 1.0 or 1.1 is not installed, the wizards installed by the Cloud Billing package will not work properly.

5 Click **Import**.

6 Click **Close**.

7 The database you obtain by doing this is called the **9.31-format production database**.

5 Start Asset Manager Automated Process Manager on the **9.31-format production database**.

6 Update database screens with `amdbal`, the command line version of Asset Manager Application Designer:

- 1 Open a command window in the `<Asset Manager 9.31 installation folder>\bin`
- 2 Run the command

```
amdbal -upgradescreens:<Name of the 9.31-format production database>  
;<password of the Asset Manager Admin login>;<location of the Asset  
Manager installation folder>
```





Tip:

<**Name of the 9.31-format production database**> is the name as it appears in the **Manage connections** dialog displayed by the **File/ Connect to database** menu of the Asset Manager Windows client.

<**password of Admin**> is the password of the Admin user used to connect to the 9.31-format production database. For example:

```
amdbal -upgradescreens:AM93;anypassword;"C:\Program Files\HP\Asset Manager 9.31 en"
```

- 7 Relaunch the external programs that access the **9.31-format production database**.
- 8 Inform users that they can use the database.

---

## Supported DBMSs

- Oracle
- Microsoft SQL Server
- DB2



Note:

Among these supported DBMSs, only those versions currently available at the time of release are supported.



Note:

In Oracle, we highly recommend configuring your database so that it is case-sensitive. To do this, use the Oracle administration tools.

For further information on the supported DBMSs, please refer to the Asset Manager 9.31 Support matrix.

This matrix is available on the HP support site at the following address:

[www.hp.com/go/hpsupport](http://www.hp.com/go/hpsupport)



Note:

You will need a valid login and password to access this site.

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## Environments, platforms and software: End of support

Refer to the Asset Manager 9.31 Support matrix for the third party environments, platforms and software which are no longer supported.

This matrix is available on the HP support site at the following address:

[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

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## Product compatibility

Before attempting to install or upgrade Asset Manager or any related components, you should verify them against the Asset Manager support matrix. It details required hardware, software components and product combinations that are certified for use with Asset Manager 9.31. They are available on the HP support site at:

[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

You will need a user name and password to access the site.

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## Creating the database / License key

When you create your database using Asset Manager Application Designer, you need to provide a license key file to activate the access rights to the database.

This file conforms to your Asset Manager license. For more information about license keys, consult the online help provided with the software or refer to the **Administration** guide, chapter **Installing License Keys**, section **Obtaining HP AutoPass License Keys**.

---

 **Note:**

The availability of certain modules and functions for integration with other software depends on your license. Contact HP technical support.

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## Demonstration database

The **Admin** login provides access to the demonstration database. It does not have a password. When connecting to the demonstration database for the first

time, you must provide a license file. To obtain a demonstration license file, contact HP support.



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## 4 Enhancements and fixes

This chapter is a cumulative history of the main enhancements and fixes that have been introduced in releases of Asset Manager since version 5.10.

---

### Enhancements and fixes introduced in version 9.31

The following defects were fixed as part of this release, in addition to those in the previous release:

#### Defect **QCCR1E67887**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Customizing the <b>String</b> value of the <b>amLocation</b> table (in the Application Designer) breaks the AutoComplete functionality.
<b>Description</b>	After you have changed the <b>String</b> value of the <b>amLocation</b> table to <b>[City]-[Name]-[Site_Code]</b> (where <b>site_code</b> is a custom field), the following error occurs when you try to enter a value for the <b>Location</b> link of a portfolio item:  <code>AutoComplete is not activated for this link</code>

<b>Resolution</b>	The problem happened because itemized list ("City" in this case) was not applicable for the <b>String</b> property before. Now it has been supported so that autocompletion based on the matching principle defined by the string no longer returns error.
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## Defect **QCCR1E69327**

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Korean characters entered in Asset Manager fields are truncated.
<b>Description</b>	When entering Korean characters in Asset Manager fields, the last character always disappears before the entry can be saved into Asset Manager database.
<b>Resolution</b>	The defect is fixed.

---

## Defect **QCCR1E63393**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Asset Manager Web client always chooses the first value from the drop-down list displayed from type-ahead.
<b>Description</b>	When using type-ahead to fill the value for a link, the Web client always chooses the first from the multiple identical entries in the drop-down list even if the user has selected another value.
<b>Resolution</b>	Now duplicated values for <b>Self</b> are supported in Web, but the better solution is that users define unique <b>Self</b> so that duplicate values will not show up in the drop-down list.

---

## Defect **QCCR1E69870**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	It takes longer to create or update a portfolio item in Asset Manager 9.30 than in Asset Center 4.3.1.
<b>Description</b>	This is a performance issue.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E69691**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Asset Manager Windows client crashes when pasting long text into an itemized list.

---

<b>Description</b>	The Windows client should not crash when pasting long text into itemized lists. Instead, it is supposed to truncate the long text to 12,000 characters.
<b>Resolution</b>	This defect is fixed.

## Defect **QCCR1E71327**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Auto refresh does not work on the Web client for closed itemized lists.
<b>Description</b>	The detail screen should be refreshed when modifying a field or link that is referenced by a Read only script of another field or link in the same table.
<b>Resolution</b>	A code change was made to refresh the detail screen when the value of a itemized list is changed. Other fields which reference this list will be updated to their proper state.

## Defect **QCCR1E53448**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Performance problems occur when switching from one screen to another.
<b>Description</b>	Asset Manager executes unnecessary queries on the <b>amQuery</b> table when switching from one screen to another, this leads to performance problems.
<b>Resolution</b>	An unnecessary repeat function call was deleted.

## Defect **QCCR1E60022**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	In the Asset Manager Windows client, if several table screens are open, switching between them takes long time.
<b>Description</b>	The log indicates that Asset Manager selects queries in different <b>SELECT</b> statements when switching between the tables.
<b>Resolution</b>	This defect is fixed.

## Defect **QCCR1E65561**

<b>Application</b>	Asset Manager Windows client
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<b>Symptoms</b>	If an index field is contained in the String value of a table and not set as the first field, the auto-completion feature does not always complete your typing with the correct record.
<b>Description</b>	For example, BarCode is the index of the <b>amLocation</b> table and the <b>String</b> value of this table is defined as [Address1] / [City] / [Barcode] in the Application Designer. When you populate the <b>Location</b> field for a portfolio item by following the format of the <b>String</b> with an incomplete <b>Barcode</b> value, the auto-completion feature returns a record without considering the [Address1] / [City] value that you have entered. The adblog indicates that only BarCode is compared when the field is being auto-completing.
<b>Resolution</b>	This defect is fixed.

## Defect **QCCR1E71550**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When you try to duplicate a computer that has network cards attached to it, you receive error messages.
<b>Description</b>	The error message indicates that there is a duplicated key in the database.
<b>Resolution</b>	This defect is fixed, the error message no longer appears when you duplicate a computer.

## Defect **QCCR1E70838**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When changing email account name on the Windows client, the user receives an error message even though the email has been sent successfully.
<b>Description</b>	The error message describes an invalid hex string issue.
<b>Resolution</b>	This defect is fixed, the error message no longer appears.

## Defect **QCCR1E70845**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	On the Web client, there is no way to go back to the portfolio item detail screen after opening a document record from a portfolio item and launching an action against the document.
<b>Description</b>	When the user opens a document record from a portfolio item and launches an action against the document, there is a back button to take the user back to the document detail screen. However, there is no link to go back to the portfolio item detail screen.



<b>Resolution</b>	This defect can be resolved by using breadcrumbs.
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## Defect **QCCR1E65060**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	On the Web client, when a workflow is opened with an activity containing a wizard, it does not move to the next task after the wizard is completed.
<b>Description</b>	The same workflow works fine on the Windows client.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E60009**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The <b>ReadOnly</b> property of the <b>TextBox</b> and <b>ComboEdit</b> controls is insufficient to disable editing.
<b>Description</b>	On the Web client, if the <b>ReadOnly</b> property of a <b>TextBox</b> or <b>ComboEdit</b> control is set to 1 in a wizard, the <b>TextBox</b> or the <b>ComboEdit</b> does not gray out even though it is not editable.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E55441**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	After clicking the calendar icon on a wizard page of the Web client, the calendar is displayed outside of the wizard frame.
<b>Description</b>	In this scenario, the user has to scroll down the page to find the calendar.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E64554**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When you click the down arrow beside the <b>View</b> icon on the toolbar of the Windows client, a list of views is displayed. However, the list is not sorted.
<b>Description</b>	The drop down list should be sorted.

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<b>Resolution</b>	This defect is fixed.
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## Defect **QCCR1E67812**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	An error occurs when trying to log on to Asset Manager.
<b>Description</b>	The error message states that "<xxx> is not a valid hexadecimal string. The user name or password is incorrect".
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E70341**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Duplicating a record may cause the original record to be modified.
<b>Description</b>	For example, you try to duplicate a record with a different code. However, the record is not duplicated while the original record is changed.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E70247**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	On the Windows client, if you duplicate a portfolio item and make changes to the fields, saving the portfolio item fails.
<b>Description</b>	After the failure, if you log off from the client, the connection slot of the session is not removed. As a result, you will be prompted to force disconnecting the previous session when logging on with the same user.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E70240**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Filtering on different records leads to the same result collection.
<b>Description</b>	For example, you have two records with the same name. When you use the user name to filter the records, these two records appear. However, the details of them have no difference.

---

<b>Resolution</b>	This defect is fixed.
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## Defect **QCCR1E69702**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The <b>Check definitions of the Web services</b> wizard fails to detect some Web service errors.
<b>Description</b>	The wizard needs to be updated.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E66912**

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	The <b>IsValid</b> logic is of the <b>amCRType</b> table is incorrect.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E70260**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Changes to the <b>User</b> field are not saved when duplicating a portfolio item.
<b>Description</b>	On the Windows client, when you duplicate a portfolio item and change its <b>User</b> field, the change to the <b>User</b> field is not saved.
<b>Resolution</b>	This defect is fixed.

---

## Defect **QCCR1E68195**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	An "cannotApplyFilter" error occurs on a view with filters applied on the Web client.
<b>Description</b>	After a view is created on the <b>Assets</b> table with two filters, selecting the <b>General</b> tab of a portfolio item linked to a certain asset causes the following error: "cannotApplyFilter".

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<b>Resolution</b>	This defect is fixed.
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## Defect **QCCR1E71274**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The Asset Manager unexpectedly contains SAM package version and build information.
<b>Description</b>	If you log on to Asset Manager client and then go to the <b>Configurations and preferences</b> screen, you see the SAM package information, which is not supposed to be there.
<b>Resolution</b>	This defect is fixed, Asset Manager client no longer displays the SAM package version and build information.

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## Defect **QCCR1E70824**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	You cannot delete a catalog product link from a certain type of model.
<b>Description</b>	For example, you try to delete a catalog product link from the <b>PROLIANT DL360 G2</b> model, the following error message appears: "Unable to modify 'PROLIANT DL360 G2' in table 'Models (amModel)'.Field 'Model (Model)' in table 'Products (amCatProduct)' cannot be empty."
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E70157**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	In <b>Date</b> control, the <b>Month</b> dropdown list disappears when clicking <b>Open calendar</b> . This issue occurs when several calendar controls cannot fit a screen.
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E71205**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The Web client screens contain fields to filter results which are not labeled (for example Filters, Statistics).
<b>Description</b>	It is difficult for screen reader users to discern the purpose of these fields.

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<b>Resolution</b>	This defect is fixed.
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## Defect **QCCR1E71213**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	In the list screen on the web client, the tab order is not logical.
<b>Description</b>	Specifically, the focus does not start from the active control on the top left of the screen and progress in the same manner as when you read books (left-to-right, top-to-bottom).
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E72080**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	There is no command line option to clone an existing CNX.
<b>Resolution</b>	A new command line option named clonecnx is added for copying CNX.

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## Defect **QCCR1E70456**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Installing SAP BusinessObjects Enterprise for Asset Manager fails.
<b>Description</b>	When this issue occurs, you receive the following error message: "Install SAP BusinessObjects Enterprise for Asset Manager (Please have patience, this can take a while) Unattended mode ... ERROR: The SAP Crystal Reports Designer PidKey cannot be found The installer expects the PidKey to be indicated in the %CRS_PidKey% environment variable, but this variable does not exist ERROR: SAP BusinessObjects Enterprise installation failed."
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E51938**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When there is a check box displayed on the Asset Manager Windows client, clicking anywhere to the right of the check box, including the background where there is no text, changes the value of the check box.
<b>Description</b>	This may cause the value of the check box to be changed accidentally.

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<b>Resolution</b>	This defect is fixed.
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## Defect **QCCR1E70455**

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	You try to create database from AMDBA archive. However, if the <b>ForceRdbmsCompat</b> option is set, Asset Manager crashes.
<b>Description</b>	This problem is caused by a missing source database pointer.
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E63826**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Enabling the debug tracing in the log4j.properties file prevents the Web client from working.
<b>Description</b>	After you enable the debug tracing in the log4j.properties, you can no longer open screens in the Asset Manager Web client. In this scenario, an error sign appears, but no error message is displayed.
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E70677**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When entering an invalid string into a <b>Datetime</b> control, the Web client does not prompt any error.
<b>Description</b>	The user can input invalid data into a <b>Datetime</b> control, and no error occurs.
<b>Resolution</b>	This defect is fixed, the user can no longer enter an invalid string into a <b>Datetime</b> control.

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## Defect **QCCR1E70537**

<b>Application</b>	Asset Manager Windows client; Web client
<b>Symptoms</b>	Asset Manager cannot connect to some editions of Oracle 11g server such as Personal Edition.

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<b>Resolution</b>	This defect is fixed.
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## Defect [QCCR1E72024](#)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Asset Manager may lose focus when a long-time operation is cancelled.
<b>Description</b>	Asset Manager Windows client may lose the focus and go into the background when a long-time operation is cancelled. That is, when the user clicks the <b>Cancel</b> button, another application other than Asset Manager may come into foreground and get the focus.
<b>Resolution</b>	This defect is fixed.

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## Defect [QCCR1E71654](#)

<b>Application</b>	Asset Manager
<b>Symptoms</b>	Executing the "BST_CONTRACT" workflow group in Asset Manager Automated Process Manager causes an error.
<b>Description</b>	The error occurs when connecting to an Oracle database.
<b>Resolution</b>	This defect is fixed.

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## Defect [QCCR1E64561](#)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The "Please wait" pop-up message does not show the count of loaded records.
<b>Description</b>	The "Please wait" pop-up message displayed while loading records on a screen does not show the count of loaded records as it used to in the earlier releases (for example, AssetCenter 4.3.1).
<b>Resolution</b>	This issue is fixed, the "Please wait" pop-up message now shows the count of records being loaded.

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## Defect [QCCR1E72829](#)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Archive tables can be accessed through a non-archival connection.
<b>Description</b>	If the very first access from Asset Manager Windows client to an Asset Manager database uses a connection with archival, the subsequent connections from the same Asset Manager build can access archive tables.

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<b>Resolution</b>	This defect is fixed.
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## Defect **QCCR1E67309**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	<b>LoginSlotWebContextListener</b> does not work on the Web client when using the copy-AssetManager.xml deployment method.
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E71658**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Internet Explorer stops responding when using the <b>Tab</b> key to launch a contextual action.
<b>Description</b>	For example, on the Web client, you open the <b>Asset</b> screen using quick search or navigation bar. Then, you use the <b>Tab</b> key to switch to the <b>Action</b> dropdown list. However, when you use the <b>Down</b> key to select the action and try to execute it, Internet Explorer stops responding.
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E64199**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Creating an Oracle database connection returns an "Unable to load dynamic library (libey32.dll)" error.
<b>Description</b>	When this issue occurs, if you check the loaded modules via the <b>Help &gt; About Asset Manager</b> menu, you will find that the libey32.dll module is not loaded.
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E69530**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Shared software counters are not calculated across tenants.
<b>Description</b>	When a software counter is calculated in a multi-tenant-enabled database, the calculation will retrieve either records linked to the software counter tenant or shared records if the software counter is shared.

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<b>Resolution</b>	This defect is fixed.
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## Defect **QCCR1E72323**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	After upgrading from Asset Manager 5.22 to 9.30, the <b>Check definition of web services</b> wizard produces an error.
<b>Description</b>	After upgrading an Asset Manager 5.22 database that has archival enabled to Asset Manager 9.30, when running the <b>Check definition of web services</b> wizard on the client, you receive an error message about archive table screens.
<b>Resolution</b>	This defect is fixed.

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## Defect **QCCR1E71590**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Asset Manager 9.3 Web client cannot run on Solaris and WAS 6.1.
<b>Description</b>	When trying to run Asset Manager 9.3 Web client on Solaris and WAS 6.1, the user receives the following error message: "An error occurs while processing a request for: /AssetManager/index.jsp Please contact your Administrator or see server logs for more details Error: JSPG0036E: Failed to find resource /index.jsp".
<b>Resolution</b>	This defect is fixed.

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## Enhancements and fixes introduced in version 9.30

The following defects were fixed as part of this release, in addition to those in the previous release:

### Defect **QCCR1E54101** (Support case **4612734376, 4615401258**)

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	"Integrate a customization" operation makes a unique index no longer unique.

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<b>Description</b>	<p>Although there is a unique index on the <b>FullName</b> field of the <b>amModel</b> table, after clicking <b>Action/ Integrate a customization</b> in Asset Manager Application Designer, multiple models with the same <b>FullName</b> value can be created.</p> <p>The <b>Model_FullName</b> index is still set to <b>Unique</b> in the Application Designer, while the uniqueness has been removed actually.</p>
<b>Resolution</b>	<p>The "Integrate a customization" operation no longer removes the uniqueness of the <b>Model_FullName</b> index.</p>

## Defect [QCCR1E51242](#) (Support case [4609291028](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The behavior of the <b>Serial#</b> field in the <b>amComputer/Full</b> screen is incorrect.
<b>Description</b>	The <b>Serial#</b> of either record is read-only upon first visit of <b>amComputer/Full</b> screen ( <b>Portfolio management/ IT/ IT equipment/ IT equipment</b> ). However, it becomes editable for every record after a new record is created on this table.
<b>Resolution</b>	<p>The <b>Serial#</b> field of the <b>amAsset</b> table is not a link between <b>amAsset</b> and <b>amPortfolio</b>.</p> <p>As an overflow of <b>amPortfolio</b>, the <b>amComputer</b> should not display the <b>amAsset.seriaNo</b> either.</p> <p>The solution is that the page of the <b>amPortfolio</b> which has been using the <b>amAsset.seriaNo</b> field is removed. And, a column <b>amPortfolio.amAsset.seriaNo</b> has been added to the three screens of <b>amComputer</b>.</p>

## Defect [QCCR1E58374](#) (Support case [4619915367](#))

<b>Application</b>	Asset Manager API
<b>Symptoms</b>	Creating compact software installation via the HP Connect-It scenario returns error.
<b>Description</b>	When using HP Connect-It to import software installation data from HP Discovery and Dependency Mapping Inventory into Asset Manager (with both of the software installations and the software installation models set to <b>bCompact=1</b> in the mapping, Asset Manager still tries to create a portfolio item record for the software installation, thus causes the error.

**Resolution** This problem has been fixed.

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## Defect [QCCR1E55834](#) (Support case [4611569972](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	If the number of concurrent users is greater than the size of idle connection pool <CnxPoolIdleSize>, there would be memory leaks when releasing the connections.
<b>Description</b>	The <CnxPoolIdleSize> value is defined in the aamapi52.ini file located in <%USERPROFILE%>\HP\AssetManager\conf of the user running the Web Service.
<b>Resolution</b>	Temporary solutions are available for Windows and Linux platform; the memory pool has been introduced to the system. <ul style="list-style-type: none"><li>■ For Windows platform, the Low Fragment Heap (LFH, the memory pool offered by Microsoft) is automatically enabled from Windows Vista. Also, it can be enabled manually for Windows XP, Windows 2000 and Windows 2003 server.</li><li>■ For Linux platform, the Anti-fragment patches are available from kernel 2.6.24, which has imported smart memory pool into the kernel.</li></ul>

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## Defect [QCCR1E54141](#) (Support case [4612980945](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The "WPP Out of Memory" error occurs upon clicking the magnifying glass icon in the <b>History</b> tab of a record detail.
<b>Description</b>	In a large database which contains millions of records in the <b>amHistory</b> table, the "WPP Out of Memory" error occurs when you click the magnifying glass icon beside the <b>From/To</b> field in the <b>History</b> tab of the <b>Orders</b> detail screen.
<b>Resolution</b>	This error occurs because the system attempts to load all <b>Modified on</b> values in the database. Now only partial of them are loaded upon clicking the magnifying glass icon beside the <b>From/To</b> field.

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## Defect [QCCR1E56096](#) (Support case [4617188327](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Error occurs when entering certain date values to the date type fields in the Windows client.

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<b>Description</b>	When entering "2/1/4501" into a date type field in the Windows client (for example, the <b>In-service date</b> field of the portfolio items screen), the field automatically shows "1/32/4501" and the following error arises:  [Thrd#:6784] (-2010) The element 'Day'='32' is out of limits in the string '1/32/4501'
<b>Resolution</b>	This defect has been fixed, now the date value can be entered with no error.

## Defect [QCCR1E50057](#) (Support case [4605558198](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The API <b>AmCreateOrUpdateInvoiceFromReceipt()</b> is not working as documented.
<b>Description</b>	When running the API <b>AmCreateOrUpdateInvoiceFromReceipt()</b> , it neither returns the desired result, nor error message.
<b>Resolution</b>	The behavior is now consistent with the documentation.

## Defect [QCCR1E56480](#) (Support case [4617409804](#) [4618301976](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The ORACLE error "ORA-01795" prevents user from accessing the views in the menu.
<b>Description</b>	The ORACLE error "ORA-01795" (which indicates the incorrect statement of the IN clause) arises upon user's logging in the Asset Manager, and the user cannot access the views in the menu.  It happens when the number of views in the system exceeds 1,000.
<b>Resolution</b>	This defect has been fixed.

## Defect [QCCR1E56249](#) (Support case [4617555263](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The statistical charts on the Portfolio management business home page displays the same for different login users.
<b>Description</b>	The statistical charts on the Portfolio management business home page accessed by admin and other users look exactly the same. Only by clicking the bars to display the detailed list of items can you find the difference between the statistics for admin and other users.

<b>Resolution</b>	The defect happens because the <b>CurrentUser</b> parameter is not taken into account when displaying the statistical charts on the business home page. Now, this parameter is taken into account when calling the business home page so that the page will display accordingly.
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## Defect [QCCR1E56942](#) (Support case [4618000888](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	LW-SSO settings get erased whenever Tomcat is restarted.
<b>Description</b>	The LW-SSO settings get erased (the values populated for the LW-SSO properties by clicking "Reset the SSO configuration") whenever Tomcat is restarted. The users have to re-enter the values each time after they restart Tomcat.
<b>Resolution</b>	This defect has been fixed so that users no longer need to re-enter the LW-SSO properties after restarting Tomcat.

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## Defect [QCCR1E50734](#) (Support case [4601048140](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When the connection is broken between the WebService and the DBMS, the WebService has to be restarted.
<b>Description</b>	Once the connection is lost, the WebService will not automatically reconnect. On the WebTier, you will see errors like :cannotApplyFilter failed to update list state or other errors.
<b>Resolution</b>	When the connection error is detected, the connection pool is reset. Once the connection is automatically restored, the end users can proceed again with their action.

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## Defect [QCCR1E55618](#) (Support case [4616383514](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Certain files are missing from SACM integration folder.
<b>Description</b>	<ul style="list-style-type: none"> <li>■ MSSQL_UpdateSACMCreate.sql</li> <li>■ Oracle_UpdateSACMCreate.sql</li> <li>■ PopulateDtSACMCreate.bat</li> </ul> <p>The following files needed for SACM integration are missing from: &lt;Asset Manager installation folder&gt;\integrations\sacm\AMDBUpdate</p>

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<b>Resolution</b>	There is a field <b>dtRecCreation</b> in the <b>amportfolio</b> from Asset Manager version 5.20. So these files are no longer needed.
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## Defect [QCCR1E52995](#) (Support case [4612227867](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The same value displays inconsistently as <b>PreviousVal</b> and <b>NewVal</b> in the <b>History</b> tab of the <b>amPortfolio</b> table based on an Oracle database.
<b>Description</b>	<p>This problem happens when Asset Manager is based on an Oracle database.</p> <p>After enabling the history tracking on the <b>User</b> link of the <b>amPortfolio</b> table (by setting the <b>Keep History</b> value to <b>Yes</b> for this link in Asset Manager Application Designer), the modification to this link is recorded in the <b>History</b> tab of the detail part on the screen.</p> <p>However, the <b>User</b> link value sometimes displays in different formats when it appears as <b>PreviousVal</b> and <b>NewVal</b>:</p> <p>Before modification, the user value displays as <b>NewVal</b> normally; after modification, the same user value displays as <b>PreviousVal</b> with part of the string truncated.</p>
<b>Resolution</b>	The value is no longer truncated when it displays as <b>PreviousVal</b> .

## Defect [QCCR1E55451](#) (Support case [4616119392](#) )

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	In the Windows client, the list does not refresh automatically to show the value update in the detail
<b>Description</b>	In the Windows client of Asset Manager version 5.21, display the <b>Serial#</b> column on the <b>Portfolio items</b> screen list and update the <b>Serial#</b> field of a record in the <b>Asset</b> tab. The screen list does not show the modification until you click <b>F5</b> to force screen refreshing. However, it works fine in version 4.32.
<b>Resolution</b>	The list now automatically refreshes the values which have been updated in the detail page.

## Defect [QCCR1E51243](#) (Support case [4619859190](#), [4609953189](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The system actions which the current user has no sufficient rights to execute are still visible in the Web client.

<b>Description</b>	<ul style="list-style-type: none"> <li>■ In the Windows client, the system action is invisible to the user if the user role has no right to access it;</li> <li>■ In the Web client, the system action is visible to users without corresponding right, error message is displayed only when users click on the user interface to perform the action.</li> </ul> <p>System action which is inaccessible to the user without sufficient rights should be hidden from the user, other than display the user interface and prevent user's action with error message when the user tries to perform the action.</p>
<b>Resolution</b>	<p>This problem happened because of missing function right validation. Now, an <b>UnAccessItems</b> parameter has been added in the Web.xml file of the running Web Tier, the default value is FALSE. This problem can be solved by setting it to TRUE to force validating the function right when querying the accessible items.</p>

## Defect **QCCR1E51850** (Support case **4609690695**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Error occurs when the <b>amPortfolio.Parent</b> link is populated with some string which ends with a space with the type-ahead feature enabled.
<b>Resolution</b>	The descriptive string of the amPortfolio table has been modified to make the type-ahead work.

## Defect **QCCR1E52136** (Support case **4610963714**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The field autocompletion in certain wizards does not work in the Windows client.
<b>Description</b>	In the Windows client, field autocompletion function of the <b>amPortfolio.Parent</b> LinkEdit field does not work.
<b>Resolution</b>	<p>The descriptive string of the amPortfolio table has been modified to make the autocompletion work.</p> <p>Before: [Model.Brand] [Model.Name] ([AssetTag]: [Code])</p> <p>After: [Model.Brand.Name] [Model.Name] ([AssetTag]: [Code])</p>

## Defect **QCCR1E56982**

<b>Application</b>	Asset Manager Application Designer
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<b>Symptoms</b>	Importing Demo database through Asset Manager Application Designer fails with "Error in time or date error (invalid value) ('Line 13 of script 'Finish.Do,line 352')".
<b>Description</b>	The error arises when importing the chareback rule (amCbkJRule) table.
<b>Resolution</b>	This defect has been fixed by modifying the wrong mapping of the chareback rule.

## Defect **QCCR1E56429** (Support case **4616558450**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	In the Web client, exporting screen lists with an Integer (32-bit) column sorted in descending order causes duplicate records created in the Excel.
<b>Description</b>	In the Web client, when exporting screen lists with an Integer (32-bit) column sorted in descending order to Excel, duplicate records will be created in the Excel.
<b>Resolution</b>	You can export such list without duplicated records now.

## Defect **QCCR1E57252** (Support case **4619088223**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The date value displayed in the Web client is different from what is saved in the database.
<b>Description</b>	When the date happens to be within the daylight saving range, or when the user timezone is different from the server, the date may be displayed with one day difference from the database.
<b>Resolution</b>	The Web client now ignores the timezone when displaying the date.

## Defect **QCCR1E54399** (Support case **4613180348**)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Error arises when applying the <b>fr_CA</b> language property for Asset Manager Web client based on the Linux environment.



**Description** The following error messages arise when attempting to view a computer record on the Web client which is based on the Linux environment and whose language property is set to **LANG=fr\_CA** (French Canadian) before starting Tomcat.

```
com.peregrine.ac.WsException: WebService : Operation impossible dans l'etat actuel.; nested exception is:  
java.text.ParseException: Unparseable date: "2009,00000000-9,00000000-3,00000000 9,00000000:30,00000000:00.000"  
java.text.ParseException: Unparseable date: "2009,00000000-9,00000000-3,00000000 9,00000000:30,00000000:00.000"
```

```
at org.apache.axis.message.SOAPFaultBuilder.createFault(SOAPFaultBuilder.java:221)  
at org.apache.axis.message.SOAPFaultBuilder.endElement(SOAPFaultBuilder.java:128)  
at org.apache.axis.encoding.DeserializationContext.endElement(DeserializationContext.java:1087)  
at org.apache.xerces.parsers.AbstractSAXParser.endElement(Unknown Source)
```

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**Resolution** When the language is set to **fr\_CA**, the date returned to the Web Service is badly formatted. The root cause of this problem is that the system uses the floating format value to represent the date and separates the integer and decimal with a comma, which is not parseable in the **fr\_CA** environment.

This problem has been solved by modifying the floating values to always have a point as integer/decimal separator.

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## Defect [QCCR1E56860](#) (Support case [4619404870](#), [4618517980](#))

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**Application** Asset Manager Application Designer

**Symptoms** Abnormal behavior of the Comment link when the amComment table structure is modified.

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**Description** On the table screen of a customized database, updating the **Comment** field of multiple records at the same time causes those records to have the same **lCommentId**. Subsequently, whenever the comment of one of those records is updated, the comments of other records would be automatically updated to the same value.

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<b>Resolution</b>	<p>The problem is solved like this:</p> <ul style="list-style-type: none"> <li>■ For the system extension tables, forbid any batch modification to a certain field of a list of records.</li> <li>■ For the non-system extension tables, display a warning message when user attempts to modify, prompting that what they are trying to do may cause problem.</li> </ul>
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## Defect [QCCR1E57441](#) (Support case [4619226480](#) )

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Creating Asset Manager Korean demonstration database fails on Windows Server 2008.
<b>Description</b>	<p>After installing Asset Manager Korean version on the Windows Server 2008 32-bit OS with Oracle 10g as the database management system, launching the Application Designer to create a new database from gbase.xml file fails with the following error message:</p> <pre>"Invalid value(file 'C:\Program Files\HP\Asset Manager 5.22 ko\config\systemlstdet_ko.cfg' line 233)".</pre>
<b>Resolution</b>	<p>Before converting the buffer to the Unicode characters, the system checks whether the buffer ends up with single-byte character. This issue happens because the single-byte character is converted to a unrecognizable character.</p> <p>Now the mechanism has been changed, if the single-byte character is detected, the system sends it back to the FileStream and starts conversion from this single-byte character next time. Therefore, unrecognizable character no longer occurs.</p>

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## Defect [QCCR1E55896](#) (Support case [4622362057](#), [4616560659](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Performance issues occur in the multi-profile stress test.
<b>Description</b>	When a non-admin user tries to open a screen for the first time in the Asset Manager Web client version 5.22, it takes much longer time than it does in version 5.20.
<b>Resolution</b>	The code has been improved to shorten the data processing time.

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## Defect [QCCR1E57294](#) (Support case [4619184321](#) )

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Opening or creating a request line item from the <b>Composition</b> tab of the Purchase requests detail screen causes errors.

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<b>Description</b>	Error occurs when you try to open an existing request line (by double-click) or create a new request line (by clicking "+") from the <b>amReqLine</b> table list in the <b>Composition</b> tab of the Purchase requests detail screen.
<b>Resolution</b>	You can open and create a request line from the <b>Composition</b> tab of the Purchase requests detail screen without error now.

## Defect [QCCR1E55997](#) (Support case [4616380984](#) )

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Documents are not stored in the database when imported to the <b>amContract</b> table through import scripts.
<b>Description</b>	When an import script is run to import documents to the <b>amContract</b> table, the document gets linked to the contract; however does not get stored in the database. This behavior is not observed when a single document is imported manually.
<b>Resolution</b>	Documents imported through import scripts are stored in the database now.

## Defect [QCCR1E50259](#)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Asset Manager Web client does not enforce the accessibility definition when displaying the Filter list on a screen.
<b>Description</b>	Asset Manager Web client does not take <b>amQuery:bPrivate</b> (the <b>Not shared</b> option of a query which decides whether this query is accessible to other users) into account when displaying the <b>Filter</b> drop-down list box on a list screen. This causes the drop-down list box displaying more queries than expected.
	<p><b>Tip:</b></p> <p>A query should be visible only under the following conditions:</p> <ul style="list-style-type: none"> <li>■ It is a public query whose amQuery:bPrivate = 0.</li> <li>■ It is a private query whose amQuery:bPrivate = 1, while its amQuery:Author (the Author property of this query) is the login user.</li> </ul>
<b>Resolution</b>	Private query filters that are not owned by the current user no longer shows in the Web client.

## Defect [QCCR1E50102](#) (Support case [4607007581](#) )

<b>Application</b>	Asset Manager Web client
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<b>Symptoms</b>	Screen created in tree view comes up in table view when accessed as a selection list in the Web client.
<b>Description</b>	A screen created in tree view works correctly when accessed directly through navigation menu in the Web client. However, when this screen is used as a selection list (accessed through the link icon of a LinkEdit control), it comes up in table view.
<b>Resolution</b>	This defect has been fixed.

## Defect [QCCR1E58587](#) (Support case [4621342829](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The "on-the-fly creation" cannot process manually entered Thai characters in the Web client.
<b>Description</b>	In the Web client, when you manually enter a new value (not in the list of the parent table) for a link type of field in Thai language, you are to create a new record in the linked parent table on-the-fly. However, when you click <b>Save</b> , the entered value turns to junk characters.
<b>Resolution</b>	This problem has been solved by modifying the encoding/decoding mechanism between the REST client and the server.

## Defect [QCCR1E53118](#) (Support case [4611018116](#))

<b>Application</b>	Asset Manager Export Tool
<b>Symptoms</b>	Inconsistent query result on the <b>amHistory</b> table when using the Export Tool.
<b>Description</b>	The request "SELECT self, Field, dtLastModif, NewVal, memPreviousCmt, PreviousVal, HistObjTable, AssetHistObject.AssetTag, PortfolioHistObject.AssetTag FROM amHistory" no longer returns records with either <b>PortfolioHistObject.AssetTag</b> or <b>PortfolioHistObject.AssetTag</b> missing.
<b>Resolution</b>	The request now returns all history records again regardless of whether they have their linked fields <b>AssetHistObject.AssetTag</b> and <b>PortfolioHistObject.AssetTag</b> populated.

## Defect [QCCR1E59168](#) (Support case [4622465858](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	After changing the columns of a screen list (for example, hide a column), the screen loading time grows several times longer. Even if the column display is restored to the default setting, the screen loading is still quite slow.

<b>Description</b>	This problem happened because the algorithm to cache the display columns of a particular list was flawed.
<b>Resolution</b>	The algorithm has been fixed, changing the display columns of a screen list no longer affects the screening loading time.

## Defect [QCCR1E58866](#) (Support case )

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Duplicate title of "Available columns" in the "configure lists" window in the Web client.
<b>Description</b>	The two columns in the "Configure list" window (displayed via <b>Utilities/Configure lists</b> shortcut menu on a list of records) have the same title "Available columns".
<b>Resolution</b>	The title of the left and right columns should be "Available Columns" and "Selected Columns" respectively.  This problem has been solved by changing the title of the right column to "Selected Columns".

## Defect [QCCR1E60057](#) (Support case [4623010672](#), [4619429961](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The 64-bit Japanese Web Service cannot connect to Japanese database.
<b>Description</b>	When a 64-bit Japanese Web Service (deployed on the Apache Tomcat server based on Windows Server 2008 64-bit platform) connects to a Japanese database, the following error occurs.  <pre>232 INFO - com.peregrine.ac.ws.desc.WsCacheLoader - pre-loading services : Head/* 001 FATAL - com.peregrine.ac.ws.desc.ACWebServiceCache - java.lang.RuntimeException: The service Administration does not contain any screen definition. The dll may not have the same language as the database has! 016 ERROR - org.springframework.web.context.ContextLoader - Context initialization failed</pre>
<b>Resolution</b>	This issue occurred because the 64-bit aamapi52.dll was not successfully translated. It has been solved by fixing the binary generation process to translate the 64-bit aamapi52.dll into corresponding language.

## Defect [QCCR1E56994](#)

<b>Application</b>	Asset Manager Web client
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<b>Symptoms</b>	The <b>Total no.records</b> icon on the screen list in the Web client returns incorrect result under certain condition.
<b>Description</b>	When the system filter on the screen list contains "OR" condition, clicking the counting icon returns the count of all records instead of those meeting the filtering condition.
<b>Resolution</b>	Now the <b>Total no.records</b> icon returns correct result when the system filter on the screen list contains "OR" condition.

## Defect [QCCR1E56423](#) (Support case [4615257340](#), [4001082697](#))

<b>Application</b>	Asset Manager Demo database
<b>Symptoms</b>	Importing demo data causes the "unique constraint violated" error.
<b>Description</b>	The following error occurs when importing demo data into Asset Manager with Oracle as the DBMS:  <pre>(-2004) Oracle error: ORA-00001: unique constraint violated (-2004) Index error: A record in table 'Budget lines (amBudg Line)' with the values 'Sales-2010' for link 'Budget (Budget )', '2010 / Quarterly: Q1' for link 'Period (Period)', ' / ' for link 'Budget category (BudgetCategory)', ' ' for link 'P roject (Project)' already exists in the database. (-2004) Index error: A record in table 'Budget lines (amBudg Line)' with the values 'Sales-2010' for link 'Budget (Budget )', '2010 / Quarterly: Q1' for link 'Period (Period)', ' / ' for link 'Budget category (BudgetCategory)', ' ' for link 'P roject (Project)' already exists in the database. budgline: : Invalid record encountered importing into table 'Budget lines (amBudgLine)'</pre>
<b>Resolution</b>	This problem happens because the data of difference modules is mutual dependent. It has been solved by adding the dependencies into corresponding files under <Asset Manager installation folder>/datakit/.

## Defect [QCCR1E59499](#) (Support case [4622220838](#), [4001277477](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	The deletion of a link causes some SQL names getting replaced in scripts.
<b>Description</b>	When you delete a link in the Asset Manager Application Designer, some SQL names get unexpectedly replaced in scripts (such as the mandatory or relevance scripts associated with a field).

<b>Resolution</b>	Deleting links no longer affects the scripts.
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## Defect **QCCR1E61321** (Support case **4624445375**)

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	CRC error occurs and prevents the database structure and data from being imported to the new version of Asset Manager (using Asset Manager Application Designer).
<b>Resolution</b>	The defect has been fixed.

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## Defect **QCCR1E50378** (Support case **2605457561, 4601714923**)

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Special Japanese characters may be replaced by middle dot during import or database creation
<b>Description</b>	When creating a new database or importing data into an existing database, some special Japanese characters in the database might be replaced by the Japanese middle dot characters.
<b>Resolution</b>	The defect has been fixed at the code level. The problem is gone when importing new data into the database. However, this fix cannot correct the middle dot character problem for the existing data in the database.

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## Defect **QCCR1E59535** (Support case **4622466053**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Simultaneous updates of the same record are sometimes allowed and prohibited other times.
<b>Description</b>	The Web client behaves inconsistently when a record is updated simultaneously by multiple users.
<b>Resolution</b>	Strict validation is used for multi-user updates. If the record is being modified by one user, it can not be modified by other people.

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## Defect **QCCR1E59793** (Support case **4622118938**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	In the Web client, after clicking a link to view the details of the linked record, the <b>Back to main document</b> link does not appear sometimes.
<b>Description</b>	It's not always possible to go back through the <b>Back to main document</b> link in the Web client.

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<b>Resolution</b>	A <b>Back</b> link is added in the detail page if the page is accessed by clicking a LinkEdit type link.
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## Defect [QCCR1E50908](#)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	A "No bean named 'labels' is defined" error occurs when modifying certain feature properties of a contract.
<b>Description</b>	The "No bean named 'labels' is defined" error occurs when you modify the <b>Approaching end of term notified</b> property in the <b>Feature</b> tab of a contract record detail.
<b>Resolution</b>	Modifying the feature property of contracts no longer causes this error.

## Defect [QCCR1E50807](#) (Support case [4609032010](#) [4612406587](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Error "The quantity of the batch must be greater than or equal to the sum of the quantities of its items" arises when attempting to create a portfolio item.
<b>Description</b>	The error occurs when you create a portfolio item with the following properties: <ul style="list-style-type: none"> <li>■ The <b>Nature</b> associated with (via <b>Model</b>) the portfolio item has a <b>Management constraint</b> of <b>Asset tag</b>.</li> <li>■ The <b>Indivisible qty</b> of the <b>Model</b> is specified.</li> <li>■ The <b>Quantity</b> of the portfolio item is multiple of the <b>Indivisible qty</b> defined in <b>Model</b> table and is greater than or equal to it.</li> </ul>
<b>Resolution</b>	Now the default value of an asset's <b>Total qty</b> (amAsset.fTotalQty) is the portfolio item's <b>Quantity</b> (PortfolioItem.fQty).

## Defect [QCCR1E56856](#) (Support case [4618587945](#), [4618587945](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Language parameters cannot be inserted via Asset Manager Application Designer of another language.
<b>Description</b>	The Invalid value (file '' line 290) error arises when using the English version of AAsset Manager Application Designer to import the Japanese language parameters, and the database is corrupt after the operation.



<b>Resolution</b>	You can insert language parameters via another language version of Application Designer without error now.
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## Defect **QCCR1E58223** (Support case **4620565575** )

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Receiving a purchase order for a large quantity of a certain item takes long time.
<b>Description</b>	<p>The problem happens after you perform the following operation:</p> <ol style="list-style-type: none"> <li>1 Create a request line in the <b>Composition</b> tab of a purchase request details.</li> <li>2 Populate a large number in the <b>Quantity</b> field, for example: 80,000.</li> <li>3 Change the purchase request status to <b>Validated</b>.</li> <li>4 Click <b>Quote/PO</b> to create a purchase order from this request.</li> <li>5 Issue the purchase order.</li> <li>6 Receive the purchase order.</li> </ol> <p>The receiving process is quite long because 80,000 records are created with each of their quantity equaling to one instead of one record with the quantity equaling to 80,000.</p>
<b>Resolution</b>	<p>The rule applied when receiving a large quantity of a certain item - the logic has been corrected to solve this problem. Asset Manager now complies with the following rules:</p> <ul style="list-style-type: none"> <li>■ If the <b>Management constraint</b> of the <b>Nature</b> associated with the received portfolio item is <b>Unique asset tag</b>, the quantity is split. For example, when receiving a purchase order for 8000 HP iPAQ hx4700, then 8000 records will be inserted into the <b>amItemReceived</b> table, the quantity of each record equals to 1.</li> <li>■ Otherwise (if the <b>Management constraint</b> is <b>Asset tag</b> or <b>Free</b>), only one record is inserted into the <b>amItemReceived</b> table, and the quantity of this record should be equal to the number in the purchase request. For example, when receiving a purchase order for printer paper of which the piece quantity is 8000 (printer paper belongs to consumables whose the <b>Management constraint</b> is <b>Free</b>), only one record is inserted into the <b>amItemReceived</b> table with the quantity equaling to 8000.</li> </ul>

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## Defect **QCRQ1E54393** (Support case **4618654928**)

<b>Application</b>	Asset Manager clients
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<b>Symptoms</b>	In the output of running the wizard sysBudgVsExpenseByBudgetLine, the data of the "Not linked to a budget" line is incorrect.
<b>Description</b>	values of the "Not linked to a budget" was caculated by the formula "Total - (the summary of values from the second row to the fourth row)", which is incorrect for sure. The correct caculation formula for "Not linked to a budget" should be "Total - (the summary of values from the second row to the second last row)". The last line should be renamed to a more accurate name, like "Not linked to a budget line" as the rest of the lines are all budget lines.
<b>Resolution</b>	The defect has been fixed in code level.

## Defect [QCCR1E54998](#) (Support case [4610070555](#), [4000932519](#))

<b>Application</b>	Asset Manager APIs
<b>Symptoms</b>	Importing data from HP Enterprise Discovery into Asset Manager is slow.
<b>Description</b>	Importing data from HP Discovery and Dependency Mapping Inventory into Asset Manager through HP Connect-It is slow. It takes several days for millions of records to import.
<b>Resolution</b>	You can accelerate the importing by using the parallel mode. An instruction is available from HP support.

## Defect [QCCR1E56924](#) (Support case [4621766028](#), [4001264734](#), [4624630557](#), [4001341874](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Request Asset Manager to support HTML format Email
<b>Description</b>	Asset Manager 5.2x does not support HTML Email which forces users to send Email through Connect-IT for an acceptable format.
<b>Resolution</b>	An option has been added to the <b>amActionMail</b> API to enable you to send HTML format Email. You can view the "HTML format" option in the <b>Messaging</b> tab of the message type actions.

## Defect [QCCR1E59176](#) (Support case [4621403014](#))

<b>Application</b>	Asset Manager Automated Process Manager
<b>Symptoms</b>	All workflows including the expired ones are triggered immediately after Asset Manager Automated Process Manager recovers from an unexpected shutdown.

<b>Description</b>	When the Asset Manager Automated Process Manager recovers from an improper shutdown (for example, when the physical server loses power; or when it is brought down without first stopping the Asset Manager Web Service), all workflows are triggered immediately. Even those expired workflows scheduled to execute once are restarted.
<b>Resolution</b>	The defect has been fixed.

## Defect **QCCR1E58793** (Support case **4621503523**)

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Making modifications to the language specific items corrupts the database.
<b>Description</b>	<p>For example, if you</p> <ol style="list-style-type: none"> <li>1 Connect to a multilingual database through an English Asset Manager Application Designer.</li> <li>2 Change the language from English to Japanese.</li> <li>3 Create a new screen with Japanese characters as the label names of the screen.</li> <li>4 Save the database changes.</li> <li>5 Reconnect to the database and change the language from English to Japanese.</li> </ol> <p>You will see that the labels/descriptions of all screens/pages become messy codes.</p>
<b>Resolution</b>	The current design does not support entering non-built-in language characters in the Asset Manager Application Designer, we will document this limitation in the user guides.

## Defect **QCCR1E57289** (Support case **4618654928, 4001178096**)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Wizard <b>sysBudgVsExpenseByBudgetLine</b> returns incorrect data.
<b>Description</b>	In the expense lines returned by the <b>Budget &amp; expenses by budget line for the current fiscal year...</b> wizard (SQL name: sysBudgVsExpenseByBudgetLine), the data of the <b>Not linked to a budget</b> item is incorrect.

<b>Resolution</b>	The calculation formula for <b>Not linked to a budget</b> has been corrected to "Total = <Sum of values from the second row to the second last row>". To be more accurate, the <b>Not linked to a budget</b> has been renamed to <b>Not linked to a budget line</b> because all the rest of the list are budget lines.
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## Defect **QCCR1E58022** (Support case **4620004335**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Auto-complete is not working correctly when creating the purchase request lines in the Web client.
<b>Description</b>	In the Web client, auto-complete of the <b>Product</b> field in the <b>Composition</b> tab of the purchase request line details shows unrelated selections.
<b>Resolution</b>	Auto-complete now works correctly in that field.

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## Defect **QCCR1E58706** (Support case **4621522718**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	In the Web client, the screen cannot be sorted by an indexed field if this field is specified in <b>Other columns</b> .
<b>Description</b>	<p>This problem can be reproduced by:</p> <ul style="list-style-type: none"> <li>■ In the Asset Manager Application Designer, <ol style="list-style-type: none"> <li>1 Select the <b>List/Detail</b> tab in the detail of a screen.</li> <li>2 Add an indexed field to the <b>Other columns</b> field.</li> <li>3 Save the database modification.</li> </ol> </li> <li>■ In the Web client, <ol style="list-style-type: none"> <li>1 Display the indexed column specified previously in the screen.</li> <li>2 Click the column header of the indexed column to sort this list screen by this field.</li> </ol> </li> </ul> <p>You will see that the indexed items cannot be sorted in a column. However, if this indexed field is moved to the <b>Columns</b> in the list field in the screen details (in the Asset Manager Application Designer), the screen list can be sorted.</p>
<b>Resolution</b>	The indexed fields of the <b>Other columns</b> category are now sortable in the Web client.

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## Defect **QCCR1E50362** (Support case **1604382885, 4616594307, 4623319940**)

<b>Application</b>	Asset Manager Windows client
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<b>Symptoms</b>	The returned result is inverted when filtering a table screen on a Boolean type of feature.
<b>Description</b>	When filtering a table screen with a simple filter on a Boolean type of feature: Selecting "Yes" returns the records whose value of this feature are "No"; selecting "No" return the records with value "Yes".
<b>Resolution</b>	The simple filter on a Boolean type of feature now returns the correct results.

## Defect [QCCR1E57909](#) (Support case [4620301470](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Syntax error occurs when running the <b>Create a software license management counter</b> wizard (SQL name: sysSamCreateSoftwareCounter).
<b>Description</b>	When selecting multiple departments as part of the entitlements during the creation of a software license management counter (using the <b>sysSamCreateSoftwareCounter</b> wizard), a syntax error occurs and causes the creation to fail.
<b>Resolution</b>	The syntax error has been corrected.

## Defect [QCCR1E60778](#) (Support case [4624746828](#), [4001345357](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Hidden columns are not automatically displayed when a list is sorted by index.
<b>Description</b>	<p>When sorting a list by index via selecting Configure list from the contextual menu, for example, the amPortfolio list screen.</p> <ul style="list-style-type: none"> <li>■ In Asset Manager version 4.3: the hidden columns which are the components of the index are automatically added to the screen list.</li> <li>■ In Asset Manager version 5.22: nothing happens after you have made your selection from the <b>Sort by index</b> drop-down list. The "no index" remains there whatever you have chosen. No warning message is displayed in such condition, and the hidden columns that are members of the index are not displayed.</li> </ul>

<b>Resolution</b>	This error occurred because the <b>Sort by index</b> item can be selected only when its components (fields or links) are already shown in the list; if not, it always displays "no index". Now it has been corrected so that you can select the <b>Sort by index</b> item regardless of whether the index components are already shown in the list.
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## Defect [QCCR1E63303](#)

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Application Designer crashes during the modification of <code>gbbase.xml</code> .
<b>Description</b>	The Application Designer crashes when modifying the <code>gbbase.xml</code> (for example, adding a new field in an existing table).
<b>Resolution</b>	Application Designer no longer crashes when modifying the <code>gbbase.xml</code> .

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## Defect [QCCR1E63320](#) (Support case [4627486700](#), [4001426130](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The returned result is inverted when filtering a table screen on a Boolean type of feature.
<b>Description</b>	When filtering a table screen with a simple filter on a Boolean type of feature: <ul style="list-style-type: none"> <li>■ Selecting "Yes" returns the records whose value of this feature are "No";</li> <li>■ Selecting "No" returns the records with value "Yes".</li> </ul>
<b>Resolution</b>	The simple filter on a Boolean type of feature now returns the correct results.

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## Defect [QCCR1E58980](#) (Support case [4622119177](#), [4001274632](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	In the Web client, user can still generate statistics report from the fields/links that he has no access rights to.

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<b>Description</b>	When we select the <b>Authorize display of all fields and links in the lists</b> profile for a user while removing all user rights (RIU) to certain fields/links: <ul style="list-style-type: none"> <li>■ In the Windows client, the user cannot select those fields/links to generate the statistics report on the screen.</li> <li>■ In the Web client, the user can still select those fields/links from the <b>Statistics</b> drop-down list; however, with the labels of all generated bar graphs being "(empty)".</li> </ul>
<b>Resolution</b>	The defect happens because the user right is not taken into account when showing the statistics on the screen. Now this defect has been corrected so that only the authorized fields/links can be selected to generate the statistics.

### Defect [QCCR1E58830](#) (Support case [4622119177](#), [4001274632](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Users without access right to certain fields on a screen can still select the associated simple filters from the <b>Filters</b> drop-down list in the Web client.
<b>Description</b>	When we select the <b>Authorize display of all fields and links in the lists</b> profile for a user while removing all user rights (RIU) to certain fields/links: <ul style="list-style-type: none"> <li>■ In the Windows client, the user cannot select those fields/links when adding corresponding <b>Simple Filter</b> on the screen.</li> <li>■ In the Web client, the user can still select those fields/links from the <b>Filters</b> drop-down list to apply these simple filters on the screen.</li> </ul>
<b>Resolution</b>	The defect happens because the user right is not taken into account when showing the filters on the screen. Now this defect has been corrected so that only the authorized fields/links can be selected as the filtering criteria.

### Defect [QCCR1E58599](#) (Support case [4620947121](#), [4001242971](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	When using a script type action to write an external file, the file is written in ANSI.
<b>Description</b>	The scripts should be able to read/write external files in Unicode.

<b>Resolution</b>	The option <b>Force Unicode text file</b> has been added in the <b>Edit/Option/Advanced Mode</b> menu of the Windows client to enable Asset Manager scripts to read/write text files in Unicode.
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## Defect **QCCR1E58989** (Support case **4622210126, 4001277152** )

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The <b>Err.Raise (&lt;Error number&gt;, &lt;Error message&gt;)</b> function returns not only the user-defined but also the system error messages.
<b>Description</b>	Users are looking for a way to hide the system error message from the result of <b>Err.Raise()</b> .
<b>Resolution</b>	<p>A new option ([Hide system error]) is provided to exclude the system error message such as the 'error in line number' information from the result of the Err.Raise () function. The new syntax is:</p> <pre>Err.Raise (&lt;Error number&gt;, &lt;Error message&gt;, [Hide system error])</pre> <ul style="list-style-type: none"> <li>■ If [Hide system error] is set to '1', then the function hides the 'error in line number' message.</li> <li>■ If it is set to '0', the function returns the full information.</li> </ul> <p>Based on this new implementation, the Web client goes a step further by providing another option <code>Error.Message.Display.FullText</code> in the <code>C:\Program Files\HP\Asset Manager 9.31 xx\webtier\package.properties</code> file.</p> <ul style="list-style-type: none"> <li>■ If <code>Error.Message.Display.FullText</code> is set to <b>FALSE</b>, then a <b>+/-</b> icon appears so that you can collapse/fold the error message.</li> <li>■ If it is set to <b>TRUE</b>, then all of the information defined by the <code>Err.Raise()</code> function is displayed.</li> </ul>

## Defect **QCCR1E59947** (Support case **4623265979, 4627330860, 4627330860**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Certain columns are missing from the view after the filter on the view has been modified.



<b>Description</b>	<p>This problem happens when you,</p> <ol style="list-style-type: none"> <li>1 Create a view with a simple filter on it.</li> <li>2 Select <b>Utilities/ Configure list</b> shortcut menu in the view and add several columns in the record list.</li> <li>3 Select <b>Tools/ Views/ Modify current view</b> menu to confirm the modification. Then you reopen the view, you can view all the modifications.</li> <li>4 Change the filter in anyway then select <b>Tools/ Views/ Modify current view</b> menu again. Now you reopen the view, you will see that the filter modification is saved, while the columns added in step 2 disappear.</li> </ol>
<b>Resolution</b>	The customized column display setting is now correctly saved when the filter is modified.

### Defect [QCCR1E63254](#) (Support case [4627928567](#), [4001439862](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Unable to export the list of records on the wizard page of the Web client.
<b>Description</b>	<p>Web users cannot export the record list on the wizard page to Microsoft Excel if he accesses the Web client via the Internet Explorer. Although the Export to Excel icon appears, it is not active.</p> <p>It works when users use Mozilla Firefox as the browser.</p>
<b>Resolution</b>	This is an Internet Explorer issue related to the CSS. Now it has been fixed to make the Export icon work.

### Defect [QCCR1E51243](#) (Support case [4619859190](#), [4001210596](#), [4609953189](#), [4000929192](#), [4628701470](#), [4001462898](#) )

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	System actions which the current user has no sufficient rights to execute are still visible in the Web client.

<b>Description</b>	<p>The access restriction behavior between Windows and Web client is inconsistent. Especially, the behavior of Web client is improper.</p> <ul style="list-style-type: none"> <li>■ In the Windows client, the system action is invisible to the user if the user role has no right to access it;</li> <li>■ In the Web client, the system action is visible to users without corresponding right, error message is displayed only when user clicks on the user interface to perform the action.</li> </ul> <p>System action which is inaccessible to the user without sufficient rights should be hidden from the user, other than displaying the user interface while preventing user's action with error message when the user tries to perform the action.</p>
<b>Resolution</b>	<p>Now, the behavior of the Web client is consistent with the Windows client. The actions are only visible to users with corresponding rights.</p>

## Defect **QCCR1E64555** (Support case **4630149667, 4001506169** )

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The system action which the current user has no sufficient rights in function rights to execute is still visible in the Web client.
<b>Description</b>	When a User is denied to see some system actions in the functional domains, those system actions are still visible in the Asset Manager Web client.
<b>Resolution</b>	<p>This problem happened because of missing function right validation.</p> <p>Now, an <b>UnAccessItems</b> parameter has been added in the web.xml file of the running Web Tier, the default value is FALSE. This problem can be solved by setting it to TRUE to force validating the function right when querying the accessible items.</p>

## Defect **QCCR1E58891** (Support case **4621103081, 4001247049**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The history records are invisible in the Web client.
<b>Description</b>	In the Web client, if you select any record that has history records (this record should has its history-traceable fields modified), you cannot find any records in the record details' <b>History</b> tab. However, if you click the count button in the <b>History</b> tab, the history records appear.

<b>Resolution</b>	This problem happens because there are linked fields from outer-join tables, and the outer-join doesn't work. Now it has been fixed by cascading the outer-join table.
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## Defect [QCCR1E64794](#) (Support case [4628051390](#), [4001443363](#), [4630007391](#), [4001501535](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	"ORA-00911" error occurs on the amLoginSlot table when the floating user logins reach the limit.
<b>Description</b>	The following error occurs when user attempts to log in Asset Manager Web client as a floating user.  <pre>[Thrd#:5644]Parse: DELETE FROM amLoginSlot WHERE seLoginClass=1 AND lLoginId&lt;&gt;0 AND ((%1-%2)*1440)(SysDate+(-60/1440)), dtLastModif &gt;= 10 [Thrd#:5644]VCreate: 0.000s [Thrd#:5644](-2006) Oracle error: ORA-00911: invalid character</pre> <p>Because of the floating user limit per licensing, the API tries to clean up the amLoginSlot table with a "DELETE" query. However, the query generated is incorrect.</p>
<b>Resolution</b>	Now, the "DELETE" query can be generated correctly so that floating user logins no longer trigger the "ORA-00911" error.

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## Defect [QCCR1E63139](#) (Support case [4627516951](#), [4001427535](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Queries with variables created from the <b>Query Editor</b> of Web client cannot work.
<b>Description</b>	When you check the validity of the query script which contains variables and is created from the <b>Query Editor</b> of Web client, it returns that "Variable 'XXX' is not defined in the query". However, the same script can be verified and work correctly in the Windows client.
<b>Resolution</b>	Now the query script containing variables can be validated and work in the Web client.

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## Defect [QCCR1E63361](#)

<b>Application</b>	Asset Manager Web client
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<b>Symptoms</b>	The <b>AssetManager.UserLogin</b> account is locked upon user's logging in the Web client.
<b>Description</b>	The Admin account is locked upon logging in the Web client when it is using a password other than blank.
<b>Resolution</b>	<p>Changing the password of the Admin account involves not only redeploying the Web Service application but also the Web Tier application. This problem happened because the program was missing the code to enable the replacement of AssetManager.UserPwd during Web Tier deployment.</p> <p>Therefore, the solution is to redeploy the Web Tier if you are logging in the Web client with Admin account whose password is other than blank.</p>

## Defect [QCCR1E64088](#) (Support case [4628979689](#), [4001470861](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Error occurs when logging into Asset Manager 9.30 due to missing LDAP-specific dynamic library file from the installation folder.
<b>Description</b>	<p>The following error arises when trying to log in Asset Manager 9.30 in a LDAP SSL environment:</p> <pre>[Thrd#:5008] (-52) Unable to load LDAP-specific dynamic library ('oldap.dll').</pre>
<b>Resolution</b>	Now, the third party library has been fixed.

## Defect [QCCR1E65704](#) (Support case [4630039008](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Typing in the <b>User</b> field of the QBE wizard on the <b>amPortfolio</b> table returns error.
<b>Description</b>	<p>On a customized screen of the <b>amPortfolio</b> table, when running the QBE filter with <b>User</b> as the filtering criteria, typing in the <b>User</b> field and letting it autocomplete returns the following error:</p> <pre>...&lt;no matches&gt;... An error occurred while searching completions</pre>

**Resolution** The problem occurred because the Self filter is removed when the simplified filter option is set, while this filter is mandatory for the **User** field autocompletion. Therefore, the solution is to put back the Self filter even with the simplified filter set on.

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Defect **QCCR1E50811** (Support case **4602415427, 4000728636, 4628721659, 4001463563, 4628962199, 4001470066**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The connection pool configuration parameters are not documented.
<b>Description</b>	The following parameters are not documented:  /Advanced/CnxPoolMinSize /Advanced/CnxPoolIdleSize /Advanced/CnxPoolMaxSize /Advanced/CnxPoolMemory /Advanced/CnxPoolLifeTimeMinutes /Advanced/CnxPoolSecurityCheckMinutes

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## **Resolution**

The connection pool configuration parameters are set in the **aamapi93.ini** file.

- 1 Create the **aamapi93.ini** file for the account who is starting the WebService if it is not created yet. See **Installation** guide, Chapter **.ini and .cfg files** for the location of this file in different operation systems.
- 2 Add the following lines into the **aamapi93.ini** file.

```
[Option]
/Advanced/CnxPoolMinSize=<Number of different connections to ramp up in the connection pool at the startup. Different connections serve different profiles to ensure fast access speed and each connection can be used by a different user having the same profile. The value is also the minimum connections left in the pool after RESET. The default value is 1. It should be less than CnxPoolIdleSize.>

/Advanced/CnxPoolIdleSize=<Number of connections to the Asset Manager database that are kept allocated to the connection pool. CnxPoolIdleSize should be equal to or greater than CnxPoolMinSize and less than CnxPoolMaxSize. The default value is 32. The more memory left on the WebService apart from the JVM WebService server, the higher this parameter can be.
Example: for Microsoft SQL Server used on the standard Asset Manager database structure on a 32-bit dedicated to mcat instance for the WebService: 60 with a JVM Xmx set to 500 MB. If the server has allocated 1 GB of RAM to Asset Manager WebService JVM Xmx, then the CnxPoolIdleSize might be reduced to 40 or less. This parameter has to be tested and refined according to your DBMS and your database structure.
For Asset Manager 64-bit WebService, CnxPoolIdleSize can be set to a much higher value, depending on the server Memory: 250 is a possible baseline on a 16 GB Server.>

/Advanced/CnxPoolMaxSize=<Maximum number of connections to the Asset Manager database that can be served at the same time by the connection pool.
After having been served by the WebService for an atomic operation (such as getting a list, a record detail), the connections allocated between CnxPoolIdleSize and CnxPoolMaxSize will be released in memory. The default value is 64. A good value to start with would be [CnxPoolIdleSize + 5].
Due to the fact that connections in the connection pool between CnxPoolIdleSize and CnxPoolMaxSize are allocated and released for each atomic transaction is costly in performance, CnxPoolMaxSize is given to enable to perform operations at peak times. For performance reasons, consider first tuning CnxPoolIdleSize rather than CnxPoolMaxSize>
```

/Advanced/CnxPoolMemory=<RAM (in MB) that must be free on Asset Manager WebService server before a new connection in the pool can be allocated.

This parameter is taken into account by Windows 32-bit WebService only. The default value is 100 MB. More efficient recycling policy and protection policy will be launched if the available memory reaches CnxPoolMemory. If there is less memory available, a warning is displayed by Asset Manager WebTier.

It is recommended to have a sufficient size so that enough memory will be allocated for active connections. If this parameter is too low, you may experience out of memory issues in Asset Manager WebService, and you may need to restart Asset Manager WebService. Recommended value: at least 250 MB if 2 GB of RAM are allocated to the usage of Asset Manager WebService on its server>

/Advanced/CnxPoolLifeTimeMinutes=<RESET cycle of the connection pool. The default value is 900 Minutes, which indicates that the pool will be reset every 15 hours>

/Advanced/CnxPoolSecurityCheckMinutes=<Refreshing cycle of user's access rights (in Min). The default value is 10 Min, indicating that the system will check the user's access rights every 10 minutes. If you set it to 0, the user will always access Asset Manager with the latest profile>



**Note:**

The **CnxPoolMemory** parameter is applicable only to 32-bit Windows platform. It is ignored on windows 64-bit WebService instance and on all Unix platforms.

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## Enhancements and fixes introduced in version 5.22

### Defect **QCCR1E53781**

<b>Application</b>	Asset Manager Windows Client
<b>Symptoms</b>	When importing records to the <b>amSoftInstall</b> table by using the <b>ddmi76am52/ddmiam_swnorm.scn</b> scenario of Connect-IT, these records are unexpectedly inserted into the <b>amPortfolio</b> table.

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<b>Description</b>	This happens despite that the <b>Do not link the installation with a portfolio item (bCompact)</b> field is not checked in the model's detail.  Note: <b>Do not link the installation with a portfolio item</b> indicates no record should be created in the portfolio items table when the installation/utilization is created.
<b>Resolution</b>	Importing records to the <b>amSoftInstall</b> table no longer affects the <b>amPortfolio</b> table when the <b>Do not link the installation with a portfolio item</b> is selected.

## Defect [QCCR1E50821](#) (Support case [4601104413](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	A database error arises when creating a <b>Digital Telephones</b> portfolio item.
<b>Description</b>	Missing the mandatory data when creating a new record in the <b>am-Phone</b> table will prevent correct creation even after a second try has fulfilled the mandatory condition.  The following error arises and prevents the creation:  "Unable to read a record. Possible causes are: - you don't have the necessary user rights, - the record has been deleted, - the database is incorrect (broken link). You can try updating with the REFRESH command (F5).
<b>Resolution</b>	This defect has been fixed.

## Defect [QCCR1E53037](#) (Support case [4611634869](#), [4612394626](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	A customized wizard is unable to work in some conditions.
<b>Description</b>	An error occurs when trying to run a customized wizard to issue a purchase order.

<b>Resolution</b>	This is because the wizard contains global variables. After a previous step changes the global variables, the following steps will be unable to use them. The code has been fixed so the global variables can be used in each step now.
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## Defect [QCCR1E52989](#) (Support case [4611690638](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Autocomplete selection item in <b>LinkEdit</b> type of field is not retained after the screen refreshes.
<b>Description</b>	In a wizard of the Web client, after populating a <b>LinkEdit</b> type of field through autocompletion, click a button to refresh the related <b>LinkEdit</b> fields on the wizard screen. The expected behavior upon this operation is that the related <b>LinkEdit</b> fields on the screen are automatically filled with corresponding values based on the populated <b>LinkEdit</b> field. However, they are emptied instead of filled.
<b>Resolution</b>	This defect has been fixed. The selections are retained properly after the wizard screen refreshes.

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## Defect [QCCR1E50974](#) (Support case [4602017771](#) )

<b>Application</b>	Asset Manager Windows Client
<b>Symptoms</b>	In a tab with two lists, modifications to one of them are not always kept by Asset Manager Windows GUI.
<b>Description</b>	Add an item in one of the lists and close the screen; the item disappears upon re-opening this screen.
<b>Resolution</b>	This defect has been fixed.

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## Defect [QCCR1E50767](#) (Support case [1605410780](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The following error message appears when trying to update the <b>Incident Assignment</b> field of a portfolio item.  You do not have 'update' right on field 'ID of link Incident assignment (Description archived) (arstrIncidentAGId)' in table 'Portfolio items (amPortfolio)'.

---

<b>Description</b>	This error appears when user without 'General AR Access' right attempts to modify the <b>Incident Assignment</b> field. Assigning the user right 'General AR Access' to the user profile can solve the problem, however, the error should not arise even without the user right.
<b>Resolution</b>	The code has been fixed so the <b>Incident Assignment</b> field can be updated without any error even if the user right 'General AR Access' is not included in the user profile.

## Defect **QCCR1E55275** (Support case **4615778029**)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The actual number of enabled Floating Users is not consistent with the number of Floating Users defined in the Asset Manager license entitlement.
<b>Resolution</b>	This defect has been fixed.

## Defect **QCCR1E55130** (Support case **4615298414**)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	It is impossible to run Asset Manager Web client with LDAP authentication on the 64-bit Windows OS.
<b>Description</b>	The <code>oldap.dll</code> is not shipped OOB with Asset Manager 64-bit version of the Web Servers. Only <code>aamapi52.dll</code> , <code>amjni52.dll</code> and <code>libeay64.dll</code> are shipped.
<b>Resolution</b>	The <code>oldap.dll</code> has been compiled and packaged with Asset Manager 64-bit version.

## Defect **QCCR1E51887** (Support case **4610623642**)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	The <b>DBQueryBox</b> type list does not allow <b>Go to last page</b> navigation on Asset Manager Web Client.
<b>Description</b>	This problem happens because <b>Go to last page</b> function is disabled on the Web client by default.

**Resolution**

The **Go to last page** function is now enabled on the Web client.

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**Defect QCCR1E52057 (Support case 4610002183 )**

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	Service Manager and Asset Manager menu aggregation is not working correctly.
<b>Description</b>	<ul style="list-style-type: none"><li>■ When logging in the Service Manager Web Tier (<a href="http://localhost/ServiceManager/">http://localhost/ServiceManager/</a>), the navigation menu only displays the Service Manager node. The service Manager logs the following error message: <div data-bbox="486 552 1210 609" style="border: 1px solid black; padding: 2px;"><code>ERROR TP-Processor3 cwc.jsLog.cwctree.js - XML is invalid: Failed to Connect to AssetManager</code></div></li><li>■ When logging in the Asset Manager Web Tier (<a href="http://localhost/AssetManager/">http://localhost/AssetManager/</a>), the navigation menu displays both the Asset Manager and the Service Manager nodes.</li></ul>

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## Resolution

A hotfix which solves the menu aggregation problem is delivered. Proceed with either of following two methods after finishing the installation of the hotfix.

- ◆ Method 1: create a new user role
  - 1 Log in the Asset Manager Windows client as Admin.
  - 2 Click **New** in the **Administration/ Rights/ User profiles** screen.
  - 3 Create a new profile with the following properties:
    - **SQL name:** Aggregate\_service\_SM\_requester
    - **User Rights:** Full write access
    - **Function rights:** Full write access
    - **Access restriction:** None



### Note:

Select the rights as desired; however, don't change the SQL name.

- 4 Click **New** in the **Administration/ Rights/ User roles** screen.
- 5 Create a new role with the following properties:
  - **SQL name:** Aggregate\_service\_SM\_requester
  - **Profiles:** Aggregate\_service\_SM\_requester
- 6 Select the **Administrator** record on the **Organization/ Employees and departments** screen.
- 7 Select the **Profiles** tab.
- 8 Select **Aggregate\_service\_SM\_requester** for the **Role** used at connection field.
- 9 Open the web.xml file located in <Tomcat installation folder>\webapps\AssetManager\WEB-INF.
- 10 Add the following scripts:

```
<env-entry>
<description>The user role was defined in AM client f
or SM aggregation</description>
<env-entry-name>Aggregation.Role.SqlName</env-entry-n
ame>
<env-entry-type>java.lang.String</env-entry-type>
<env-entry-value>Aggregate_service_SM_requester</env-
entry-value>
</env-entry>
```

## Resolution

- ◆ Method 2: Use an existing user role, the following steps take Request from example:
  - 1 Open the web.xml file located in <Tomcat installation folder>\webapps\AssetManager\WEB-INF.
  - 2 Add the following scripts:

```
<env-entry>
<description>The user role was defined in AM client f
or SM aggregation</description>
<env-entry-name>Aggregation.Role.SqlName</env-entry-n
ame>
<env-entry-type>java.lang.String</env-entry-type>
<env-entry-value>Aggregate_service_SM_requester,Reque
ster</env-entry-value>
</env-entry>
```



### Note:

The string in <env-entry-value> is separated by a comma.

After finishing the procedures, log in the Service Manager Web Tier, both Asset Manager and Service Manager nodes display.

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## Defect [QCCR1E52931](#) (Support case [4612229934](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	An error arises when attempting to populate the <b>Int. technician</b> field in a batch for multiple work orders in the Windows client.
<b>Description</b>	<p>An error occurs when attempting to populate the <b>Int. technician</b> field (<b>amWorkOrder</b> table, <b>Tracking/ Technician</b> tab) for multiple work orders in a batch :</p> <pre>[Thrd#:4524](-2006) ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]'WebService_FullName_AmDbval' is not a recognized built-in function name. SQLState: 37000</pre> <pre>[Thrd#:4524](-2006) SQL statement 'SELECT TOP 201 E1.lIconId , E1.lEmplDeptId, E1.MrMrs, E1.Name, E1.FirstName, E1.Title, E1.Phone, E1.Fax FROM itam.amEmplDept E1, itam.amEmplGroup E2, itam.amRelEmplGrp R3 WHERE E2.lGroupId &lt;&gt; ? AND E1.lEmplDeptId IN ( SELECT E4.lEmplDeptId FROM itam.amEmplDept E4 WHERE CHARINDEX(WebService_FullName_AmDbval(?), E2.FullName) = ? ) AND E1.lEmplDeptId=R3.lEmplDeptId AND R3.lGroupId=E2.lGroupId ORDER BY E1.lEmplDeptId' could not be executed</pre>

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<b>Resolution</b>	The <b>Int. technician</b> field can now be populated in a batch without errors.
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## Defect [QCCR1E50142](#) (Support case [4603255997](#))

<b>Application</b>	Asset Manager
<b>Symptoms</b>	Certain Asset Manager applications crash (Possible applications might be: the Export Tool, the Web client) in a specific customer's HPUX environment, and no error log is displayed to help the customer to solve the problem.
<b>Description</b>	This problem only happens under the following specific conditions: <ul style="list-style-type: none"><li>■ Asset Manager is running on HPUX environment.</li><li>■ The Asset Manager application uses LDAP authentication.</li></ul>
<b>Resolution</b>	Two library files are provided to solve the problem. They are located in the <Asset Manager installation folder>\bin\amoldap directory. The procedure of replacing the original library files is as follows: <ol style="list-style-type: none"><li>1 Stop the Asset Manager Web service.</li><li>2 Go to &lt;Asset Manager installation folder&gt;\bin\.</li><li>3 Backup the original library files: liboldap.so and liblber-2.3.so.2.</li><li>4 Copy the new library files from the amoldap directory and replace the corresponding files in the bin directory.</li><li>5 Restart the Asset Manager Web service.</li></ol>

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## Defect [QCCR1E50944](#) (Support case [4601790420](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	An error arises when creating a <b>Lease schedule</b> type contract with too large valid date interval ( <b>dStart</b> - <b>dEnd</b> ).
<b>Description</b>	The error message is like:  Value 'XXXX' for field 'Economic depreciation duration (tsAccrualPeriod)' is invalid: It must be positive where 'XXXX' is the duration computed based on the <b>dStart</b> and <b>dEnd</b> values you entered.  The contract is created despite of the error message, however, with <b>Economic depreciation duration (tsAccrualPeriod)</b> being 0 days.

---

<b>Resolution</b>	The date interval is computed and stored in a system list. When the interval is too large, it would exceed the limitation of the list. The date interval verification has been added to the creation wizard. An error message will display to prevent the creation when the interval is larger than 50 years.
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## Defect [QCCR1E55128](#) (Support case [4614687439](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The "[DB2/LINUX8664] SQL0206N" error arises when accessing any record of <b>amPortfolio</b> table.
<b>Description</b>	The error messages are like:  [Thrd#:13040] (12001) ODBC-Fehler: [IBM] [CLI Driver] [DB2/LINUX8664] SQL0206N \ "A1.ARDACCEPT\" ist in dem verwendeten Kontext ungültig. SQLSTATE=42703\r\n SQLState: S0022 ('Zeile 1 des Skripts ''Irrelevant' von Verknüpfung 'Softwareinstallation (SoftInstall)' der Tabelle 'Ausrüstungselemente (amPortfolio)''')
<b>Resolution</b>	It now works well on both Windows and Web client.

## Defect [QCCR1E51834](#) (Support case [4610636222](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The <b>Nature</b> field displays a number instead of the nature name on a certain screen.
<b>Description</b>	The <b>Nature</b> field (which is a LinkEdit type of field) in the <b>General</b> tab of the <b>amPortfolio</b> table ( <b>Portfolio management/ Portfolio items</b> ) displays a number instead of the desired nature name.
<b>Resolution</b>	The code has been fixed so the <b>Nature</b> field displays the name as expected.

## Defect [QCCR1E52796](#) (Support case [4612165495](#))

<b>Application</b>	Asset Manager Windows Client
<b>Symptoms</b>	The actual capacity of the license is not consistent with what is defined in the license file.



<b>Description</b>	The license declares to allow more than 20 concurrent users; however, the actual capacity is not consistent with what is defined in the license. The following error message arises when more than 20 floating users attempt to log in simultaneously.  [Thrd#:4572] (-56) The maximum number of concurrent users (20 ) has been reached.
<b>Resolution</b>	The actual capacity of concurrent users is consistent with what is declared in the license now.


## Defect **QCCR1E53995** (Support case **4613210726**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Asset Manager Windows client freezes when trying to view the help-on-field text which contains a double byte Japanese character '~'.
<b>Description</b>	In the Windows client, an administrator user can define the help-on-field text for a field by selecting <b>Configure Object</b> from the context menu on this field and editing in the <b>Help</b> tab.  However, the Windows client freezes when trying to view the help-on-field text which contains a double byte Japanese character '~' in either of the <b>Description</b> , <b>Example</b> or <b>Precautions</b> section.
<b>Resolution</b>	Asset Manager has updated the logic to handle the double byte Japanese character '~'.

## Defect **QCCR1E51886** (Support case **4610623642**)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	On the Web client, exporting records in a <b>DBQueryBox</b> type of list to Excel returns incorrect result.
<b>Description</b>	Only the records currently displayed on the screen are exported, and these records are repeatedly inserted till reaching the limit of the Excel export.
<b>Resolution</b>	The records in the <b>DBQueryBox</b> type list can be exported normally now.

## Defect **QCCR1E50102** (Support case **4607007581**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	A screen created in tree view comes up in table view when accessed as a selection list (through clicking  behind a <b>LinkEdit</b> control).

<b>Description</b>	A screen created in tree view works correctly when accessed directly through navigation menu in the Web client. However, when this screen is used as a selection list, it comes up in table view.
<b>Resolution</b>	This defect has been fixed.

## Defect [QCCR1E54434](#) (Support case [4612668748](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Inconsistent behaviors of exporting a long <b>Comment</b> text from Asset Manager.
<b>Description</b>	Normally, exporting a long <b>Comment</b> text from Asset Manager complies with the following rules: <ul style="list-style-type: none"> <li>■ Only 255 characters are exported to a text file, the rest of them are truncated;</li> <li>■ The exported text displays in <b>T ()</b> formula in Excel.</li> </ul> However, the rules are not enforced if the long text is exported right after modification: <ul style="list-style-type: none"> <li>■ The complete comment is exported even if the length exceeds 255 characters;</li> <li>■ The <b>T ()</b> formula has syntax error when exported to Excel: the right parentheses is lost.</li> </ul>
<b>Resolution</b>	Asset Manager now enforces the rules consistently whether exporting the <b>Comment</b> before or after modification.

## Defect [QCCR1E51849](#) (Support case [4608446898](#))


<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	The wizard button labels are not displayed on the Web client although no problem occurs on the Windows client.
<b>Description</b>	The label of a button in the wizard is displayed normally on the Windows client. However, it is not showing up on the Web client.

**Resolution** The wizard on the Web client can now display the button label normally as Windows client does.

**Tip:**

The layout of a command button may look skewed if there is no related label. The workaround is to update the wizard script by adding Label = "<br/>" for the command button.

## Defect [QCCR1E54531](#) (Support case [4614264932](#) )

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Abnormal behavior of the <b>LinkEdit</b> control on a wizard page in the Windows client.
<b>Description</b>	On a customized wizard page with one <b>LinkEdit</b> and two <b>Command-Button</b> controls, the link icon  behind the <b>LinkEdit</b> box unexpectedly grays out after clicking the two buttons in turn.
<b>Resolution</b>	This defect has been fixed.

## Defect [QCCR1E55522](#) (Support case [4616079345](#))

<b>Application</b>	Asset Manager Automated Process Manager
<b>Symptoms</b>	When disconnected from the Oracle database, the Automated Process server does not reconnect.
<b>Description</b>	The Asset Manager Automated Process Manager does not reconnect when it is disconnected from the Oracle database. However, it works fine with the Microsoft SQL database.
<b>Resolution</b>	The reconnection mechanism does not take effect because of the configuration issue. It has already been fixed.

## Defect [QCCR1E50725](#) (Support case [4601216536](#) )

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Filters on the <b>LinkEdit</b> field in a wizard fail to take effect under certain circumstances.
<b>Description</b>	For the <b>LinkEdit</b> field with a filter in a wizard: <ul style="list-style-type: none"><li>■ When populated through the drop-down list, the filter works properly. Only the values that meet the filter conditions are displayed in the list.</li><li>■ When populated through autocompletion, the filter fails to hide and prevent user from selecting the values that do not meet the conditions. The error only arises after the value has been selected.</li></ul>

**Resolution** Filters are taken into account when performing the autocompletion.

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## Defect **QCCR1E50078** (Support case **4607217367**)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	An error arises upon exporting a filtered table to Excel when the query filter is created in another functional domain.
<b>Description</b>	For example: create a query on the <b>amPortfolio</b> table under <b>/Portfolio management/</b> domain, while use this query filter in <b>amPortfolio_2</b> table under <b>/Portfolio management_2/</b> domain. Exporting the filtered records into Excel would be prevented with error message.
<b>Resolution</b>	Asset Manager now exports the data normally when applying the filter on the table under another functional domain.

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## Defect **QCCR1E51351** (Support case **4609746296**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	If an itemized list in a wizard contains a value with "&", the value is displayed inconsistently when in the drop-down list and in the field.
<b>Description</b>	For example, if one of the value in the itemized list is "H&M": <ul style="list-style-type: none"><li>■ It displays normally as "H&amp;M" in the drop-down list;</li><li>■ However, as soon as it is selected and displayed in the field, it becomes "HM" (with "M" underlined).</li></ul>
<b>Resolution</b>	The value with "&" now displays normally both in the field and the drop-down list.

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## Defect **QCCR1E51287** (Support case **4609174977** )

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The rent calculation for a particular month may be skipped.
<b>Description</b>	When using the Rent ( <b>Calculate rents and loans</b> ) module of Automated Process Manager to calculate the rents of a contract, a particular month (in this case, February) might be skipped.

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<b>Resolution</b>	The Rent ( <b>Calculate rents and loans</b> ) module of Automated Process Manager has been fixed, so it no longer skips a month under specific conditions.
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## Defect **QCCR1E50032** (Support case **4608411793**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The query filter on the <b>amPortfolio</b> table ( <b>Portfolio Management/ Portfolio items</b> ) returns inconsistent results on the Windows client and Web client.
<b>Description</b>	The query filter is not functioning properly on the Web client.
<b>Resolution</b>	The query filter now works fine on the Web client as on the Windows client.

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## Defect **QCCR1E50105** (Support case **4607420353** )

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	An error arises whenever trying to update the location of an employee or creating a new location record.
<b>Description</b>	<p>In the Web client, during the process of creating a portfolio item, reselecting a model from the <b>Model</b> list in the tree view mode causes error.</p> <p>The following details the issue:</p> <ol style="list-style-type: none"> <li>1 Display the Portfolio items (<b>Portfolio management/ Portfolio items</b>) screen in the Web client.</li> <li>2 Click <b>New</b> and click the list icon next to <b>Model</b>.</li> <li>3 Switch the model list from table view to tree view.</li> <li>4 Select a model from the list and go back to the detail screen.</li> <li>5 Select another tab (for example: Business services).</li> <li>6 Click the list icon next to model again to select a different model, the error arises:</li> </ol> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Error: Duplicate component ID 'listForm:mainList-mainList:Field0' found in view.</p> </div>
<b>Resolution</b>	This problem is caused by duplicated components when rendering the tree view. It is solved by removing all duplicated components.

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## Defect **QCCR1E50107** (Support case **4606037774** )

<b>Application</b>	Asset Manager clients
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<b>Symptoms</b>	The entitlement is invisible in the <b>Named Entitlements</b> tab of the details of a portfolio item if it is added from another table.
<b>Description</b>	The entitlement granted to a portfolio item in the <b>amEntitlement</b> table is not visible on the <b>Named entitlements</b> tab of the portfolio item ( <b>amPortfolio</b> table).
<b>Resolution</b>	<p>Originally, the <b>Named entitlements</b> tab (<b>PgEntitlement</b>) of the <b>Portfolio items</b> screen displays the entitlement list by using the link <b>Attributions</b>, which was designed for, and can only be used in the integration with HP Client Automation.</p> <p>Except for the above integration, the link <b>RelEntitlPortf</b> should be used instead to display the entitlement list.</p> <p>The resolution is that the content of <b>PgEntitlement</b> page of <b>amPortfolio</b> table has been modified to use <b>RelEntitlPortf</b> instead of <b>Attributions</b>. For example:</p> <pre>RelEntitlPortf ListConfig="Name,40,Code,20" Caption="\ "Add a named entitlement to '\self\''\'' Id="field_attr".</pre>

## Defect **QCCR1E51561** (Support case **4610030218** )

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Exporting the filtered records to Microsoft Excel causes errors on the Web client.
<b>Description</b>	<p>On the Asset Manager Web client, an error arises when applying a user-defined filter on a certain table and attempting to Export the filtered records to Microsoft Excel.</p> <p>The error messages are as follows:</p> <pre>java.lang.NullPointerException at com.hp.ov.ac.web.exportexcel.Export.writeHeaders(Export.java:210) at com.hp.ov.ac.web.exportexcel.ListExport.doExport(ListExport.java:56) at com.hp.ov.ac.web.exportexcel.ExcelExportServlet.doGet(ExcelExportServlet.java:67)</pre>
<b>Resolution</b>	This defect has been fixed.

## Defect **QCCR1E51720** (Support case **4610086455** )

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Asset Manager Windows client crashes upon changing the value of certain field whose modification history is saved.

<b>Description</b>	<p>In this case, Windows client crashes when changing the <b>Contract status</b> field of the <b>amContract</b> table (<b>amContract.seStatus</b>) with the following settings:</p> <ol style="list-style-type: none"> <li>1 In Asset Manager Application Designer, enable the <b>Use Unicode text fields</b> option under the <b>Database</b> menu for a Microsoft SQL Server Demo database.</li> <li>2 In Asset Manager Windows client, select <b>Administration\ Database Options</b> and set the database option "<b>History</b>"- "<b>System Enums will be historized using their labels rather than their raw numeric value</b>" to <b>Yes</b>.</li> <li>3 Select <b>Configure object\ Keep history</b> from the contextual menu of the <b>amContract.seStatus</b> field and set the value to <b>Yes</b>.</li> <li>4 Change the value of the <b>Contract status</b> field.</li> </ol>
<b>Resolution</b>	Asset Manager Windows client no longer crashes under this circumstance.

## Defect **QCCR1E53270** (Support case **4610450181** )

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	The stored procedure called during Connect-It processing is quite slow and inefficient.
<b>Description</b>	It consumes over twenty percent of the total processing time. However, it appears to offer no known value to the processing.

**Resolution**

The following database options (isolation commands of customizing the SQL Server) are provided to solve the problem.

Section : SqlServer, Entry : WriteIsolation  
Section : SqlServer, Entry : ReadIsolation

To implement the fix, proceed with the following steps if Microsoft SQL server 2005 or 2008 is your DBMS:

- 1 Change your database options through Microsoft SQL Server Query analyzer (the following take AMDemo52en as an example).

```
ALTER DATABASE AMDemo52en SET READ_COMMITTED_SNAPSHOT ON
ALTER DATABASE AMDemo52en SET ALLOW_SNAPSHOT_ISOLATION ON
GO
```

- 2 Log in the Asset Manager Windows client and select **Administration/Database Options** from the menu.
- 3 Change the Asset Manager Database options as follows:

Sql Server specifics	Isolation command before s	
starting a write transaction.		
set transaction isolation level snapshot		Sql
Server	WriteIsolation	
Sql Server specifics	Isolation command for retu	
rnning to data browsing read mode.		
set transaction isolation level read uncommitted		Sql
Server	ReadIsolation	

Defect **QCCR1E51030**

**Application**

Asset Manager Windows client

**Symptoms**

The **sysProcRequestFromProduct (Procurement/ Requests/ Create a request from products)** wizard will not create a new re-quest whenever a record is selected on a screen.

**Description**

The following details the wizard behavior:

- 1 Select **Procurement/ Requests/ Create a request from products** from the navigation menu.



Note:

Make sure no screen is open at this moment.


- 2 The wizard title is "Wizard: Create a new request..." and it can fulfill creating a request from a selected product.
- 3 Display a screen and select a record on the screen list.
- 4 Relaunch the wizard, the wizard title becomes "Wizard: Add request lines..."



<b>Resolution</b>	<p>The logic behind the <b>sysProcRequestFromProduct</b> wizard has been corrected by adding a condition:</p> <ul style="list-style-type: none"> <li>■ If the selected record is within the <b>amRequest</b> table, the wizard will add a request line to the record.</li> <li>■ Otherwise, it will create a new request based on this record.</li> </ul>
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## Defect **QCCR1E54523**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The <b>sysSamCreateSoftContract (Portfolio management/ IT/ Software Asset Management/ Create a software contract)</b> wizard arises "Cannot insert duplicate key row" error when creating a contract with a new contact and with an existing contract as parent.
<b>Description</b>	<p>The error ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]Cannot insert duplicate key row in object 'dbo.amThirdParty' with unique index 'ThirdPrt_lCntrIdDe'. SQLState: 23000 ('Line 276 of script 'FINISH.Do, line 2669'') arises after finishing the following steps:</p> <ol style="list-style-type: none"> <li>1 Select <b>Portfolio management/ IT/ Software Asset Management/ Create a software contract</b> from the navigation menu.</li> <li>2 Select <b>From an existing contract</b> and click <b>Next</b>.</li> <li>3 Select a source contract and click <b>Next</b> twice.</li> <li>4 Select <b>This contract is an addendum to be linked to an existing contract</b> and click <b>Next</b>.</li> <li>5 Select a parent contract and click <b>Next</b> twice.</li> </ol> <div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Make sure this contract has a third party info, you can find it in <b>amThirdParty</b> table.</p> </div> <ol style="list-style-type: none"> <li>6 Select <b>New contact</b> and click <b>Next</b>.</li> <li>7 Populate the <b>Name</b> field and click <b>Next</b> twice.</li> <li>8 Assign a different name to the internal contract reference and click <b>Finish</b>, the error arises.</li> </ol>

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<b>Resolution</b>	The <b>sysSamCreateSoftContract</b> wizard can create a software contract with no error now.
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## Defect **QCCR1E54663**

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	<p>The behavior of the <b>Remove</b> and <b>Add</b> button on the <b>Modify the list of license models to take into account</b> (<b>sysSamAddLic2Counter</b>) and <b>Modify the list of installation models to take into account</b> (<b>sysSamAddInst2Counter</b>) wizard is problematic.</p> <p>Moreover, certain labels of the listboxes in the two wizards are incorrect.</p>
<b>Description</b>	<p>The improper behaviors are as follows:</p> <ol style="list-style-type: none"> <li>1 After clicking <b>Remove</b> below the second listbox, the removed record should be added back to the first listbox, and user can re-select it. However, it disappears from either of the two boxes upon clicking <b>Remove</b>.</li> <li>2 After selecting a record in the second listbox and clicking <b>Remove</b>, select another record in the first listbox and click <b>Add</b>. Both of the two records show in the second listbox.</li> <li>3 In wizard <b>sysSamAddLic2Counter</b>, the description of the second listbox is <b>Installation models to include in the installations/utilizations count</b>; however, it should be <b>License models to include in the installations/utilizations count</b>.</li> <li>4 In wizard <b>sysSamAddInst2Counter</b>, the description of the listbox on the summary page is <b>License models to include in the installations/utilizations count</b>; however, it should be <b>Installation models to include in the installations/utilizations count</b>.</li> </ol>
<b>Resolution</b>	<p>These issues have been fixed:</p> <ol style="list-style-type: none"> <li>1 Removed records will show in the first listbox.</li> <li>2 Removed records will no longer show in the second listbox after it is removed and another record is added.</li> <li>3 The label texts have been corrected.</li> </ol>

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## Defect **QCCR1E54261**

<b>Application</b>	Asset Manager Application Designer
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<b>Symptoms</b>	On the Asset Manager Application Designer (French version 5.12 build 6689), it is impossible to create a Unicode database from the database structure file (located in <Asset Manager installation folder>\config) on a Unicode Oracle instance which uses Unicode text fields.
<b>Description</b>	An error arises prompting that the amimpl.exe is ANSI instead of Unicode.
<b>Resolution</b>	The build is Unicode now.

## Defect [QCCR1E50367](#)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	The filter on the <b>Components</b> tab of the <b>Portfolio item</b> screen is not properly applied in the Web client.
<b>Description</b>	In the Windows client, the <b>Components</b> tab lists the portfolio items which compose the selected record; the <b>Application</b> tab lists the software installed on the selected record.  However, in the Web client, the <b>Components</b> tab lists both the components and the software installations of the same record.
<b>Resolution</b>	The <b>Components</b> tab no longer lists the software installations.

## Defect [QCCR1E49866](#) (Support case [4603507127](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Access restriction on the <b>amStatistics</b> and <b>amAction</b> table works on the Windows client, however, loses its effect on the Web client.
<b>Description</b>	Log in as a user with access restriction on the <b>amStatistics</b> and <b>amAction</b> table through Windows client, the restricted tables cannot be accessed by the user.  However, log in as the same user through Web client, the restricted tables can still be accessed.
<b>Resolution</b>	Access restriction on the <b>amStatistics</b> and <b>amAction</b> table has been implemented on the Web client.

## Defect [QCCR1E53269](#)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The Windows client crashes after hiding and unhiding all tabs of certain screens through <b>Tools/ Configure tabs</b> on such screens.

<b>Description</b>	<p>For example, the application crashes after proceeding the following steps:</p> <ol style="list-style-type: none"> <li>1 Click <b>Organization/ Named entitlements</b> to open the <b>amEntitlement/Full</b> screen.</li> <li>2 Select <b>Tools/ Configure tabs</b> and hide all tabs, click <b>OK</b>.</li> <li>3 Select <b>Tools/ Configure tabs</b> again and unhide all tabs, click <b>OK</b>.</li> </ol>
<b>Resolution</b>	<p>The Windows client no longer crashes upon hiding and unhiding all the tabs of a screen.</p> <p>The Windows client crashes because it uses the tab index which becomes invalid when all tabs are hidden.</p> <p>Now it verifies the validity of the tab index before using it. If the tab index is invalid, it is recomputed and set to the first valid tab index.</p>

## Defect [QCCR1E54744](#) (Support case [4610725873](#))

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	Asset Manager Web service server crashes when using the LDAP SSL on Linux platform.
<b>Description</b>	<p>The Web service server crashes with the following error message when attempting to use the LDAP SSL on Linux platform:</p> <p>An unexpected error has been detected by HotSpot Virtual Machine:</p> <pre>SIGSEGV (0xb) at pc=0xa7f10103, pid=4891, tid=2857098096</pre> <p>Java VM: Java HotSpot(TM) Client VM (1.5.0_21-b01 mixed mode , sharing) Problematic frame: C [liblber-2.3.so.0+0x7103] ber_strdup_x+0x33</p>
<b>Resolution</b>	<p>This problem happens because of an unknown conflict between the open LDAP library and the Oracle client. To solve it, use</p> <pre>export LD_PRELOAD=/usr/local/HP/AssetManager/bin/libldap.so</pre> <p>before starting the JAVA application server.</p>

## Defect [QCCR1E52611](#) (Support case [4611569972](#))

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	The current mechanism is that new connections are rejected when the connection pool memory reaches the limit defined in <code>aamapi51.ini (/Advanced/CnxPoolMemory)</code> .

**Description** A new mechanism is requested to provide the user with other options:

- Discard the existing connections.
- Release the memory taken by the query results (for example: large lists in scripts/wizards/export to Excel).

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**Resolution** Asset Manager now forces releasing all idle connections to accept new requests when the connection pool or the Web Service server reaches the memory limit. The Web Tier will receive an error message only under the following two circumstances:

- when all the connections are in use and there is no memory to create a new connection;
- or when the maximum connection has been reached.

A set of parameters of connection pool are changed in `aamapi52.ini` located in `<%USERPROFILE%>\HP\AssetManager\conf` of the user running the Web Service:

```
[Option]
...
/Advanced/CnxPoolMinSize=1 <MB default>
/Advanced/CnxPoolIdleSize=32 <MB default>
/Advanced/CnxPoolMaxSize=64 <MB default>
/Advanced/CnxPoolMemory=100 <MB default>
/Advanced/CnxPoolLifeTimeMinutes=900 <Min default>
```

The rules of the parameter values are as follows:

- **CnxPoolMinSize** indicates the number of different connections to ramp up in the connection pool at the startup. The different connections serve different profiles to ensure fast access speed. The value is the minimum connections left in pool after the RESET. It should be less than **CnxPoolIdleSize**.
- **CnxPoolIdleSize** indicates the number of connections reserved in system for efficient access. **CnxPoolIdleSize** should be less than **CnxPoolMaxSize**.
- **CnxPoolMaxSize** indicates the maximum number of connections that can be accepted by current Asset Manager.
- **CnxPoolMemory** is the limit of available physical memory left for Asset Manager. More efficient recycling policy and protection policy will be launched if there is the available memory reaches **CnxPoolMemory**(MB) .
- **CnxPoolLifeTimeMinutes** indicates the RESET cycle of connection pool. For default, after 900 minutes (15 hours), the pool will be reset.

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## Defect **QCCR1E50383** (Support case **1604722759** )

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<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	An error arises whenever trying to update the location of an employee or creating a new location record.

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<b>Description</b>	<p>The error messages are as follows:</p> <pre>[Thrd#:5168] (-2006) ODBC error: [Microsoft] [ODBC SQL Server Driver] [SQL Server] Only one expression can be specified in the select list when the subquery is not introduced with EXISTS. SQLState: 37000 [Thrd#:5168] (-2006) ODBC error: [Microsoft] [ODBC SQL Server Driver] [SQL Server] Statement(s) could not be prepared. SQLState: 37000 [Thrd#:5168] (-2006) SQL statement 'BEGIN \nINSERT INTO amLocation (lLocaId, Name, BarCode, lCountryId, NCfgCode, FullName, NCfgShortName, dtLastModif) VALUES (?, ?, ?, ?, ?, ?, ?, ?, GetDate())\nUPDATE amLocation SET amLocation.dfa72C12D3=(SELECT ISNULL(C2.dfa0AE162F7, -32767), C2.dfa0AE162F7 FROM amLocation L1, amCountry C2 WHERE L1.lLocaId = amLocation.lLocaId AND L1.lCountryId=C2.lCountryId) WHERE amLocation.lLocaId = ?\nSELECT dtLastModif FROM amLocation WHERE lLocaId = ?\nEND \n' could not be executed</pre>
<b>Resolution</b>	This defect has been fixed.

## Defect [QCCR1E55301](#) (Support case [4615042838](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Asset Manager Application Designer crashes when copying a database to an empty database.
<b>Description</b>	<p>There are two ways to copy a database to an empty database:</p> <ul style="list-style-type: none"> <li>■ copy the database into a Unicode target database (<b>Action/ Copy database to empty database/ Unicode target code page</b> menu)</li> <li>■ copy the database into a target database whose code page is the same as the source database (<b>Action/ Copy database to empty database/ Original target code page</b> menu)</li> </ul> <p>Both actions cause the crash of Asset Manager Application Designer.</p>
<b>Resolution</b>	This defect has been fixed.

## Defect [QCCR1E55441](#) (Support case [4615087339](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The calendar appears outside of the wizard frame in the Web client.
<b>Description</b>	After clicking the calendar icon on a wizard page of the Web client, the calendar displays outside of the wizard frame; users have to scroll down the page to find the calendar.

<b>Resolution</b>	The coordinate was badly calculated because of the scrollbar. Now, the scrollbar size has been added to coordinate calculation.
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## Defect **QCCR1E52136** (Support case **4610963714** )

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The field autocompletion function in certain wizard does not work in the Windows client.
<b>Description</b>	<p>In the Windows client, field autocompletion function of the <b>LinkEdit</b> control in certain wizard does not work: a <b>LinkEdit</b> field cannot be autocompleted although there are matched values.</p> <p>See <b>Advanced Use</b> guide, Chapter <b>Wizards</b>, Section <b>Types of controls and associated properties</b> for more information of the <b>LinkEdit</b> control.</p>
<b>Resolution</b>	<p>A workaround has been provided to solve this problem.</p> <p>In the database which reported this error, the description string of <b>amPortfolio</b> table is defined as: <b>[Model.Brand] [Model.Name] ([AssetTag]: [Code])</b>. The description can be retrieved/modified in Application Designer. When performing the autocompletion in a link type field, Asset Manager parser is querying the target fields in the linked table by matching the entered value in the format of description string.</p> <p>This issue happens because the parser cannot find any matching value in the format of the original description string.</p> <p>Proceed with the following steps to solve the problem:</p> <ol style="list-style-type: none"> <li>1 Backup the database.</li> <li>2 Close all Asset Manager clients and stop all processes accessing the database.</li> <li>3 Connect to the database in Application Designer.</li> <li>4 Select the <b>amPortfolio</b> table from the navigation tree.</li> <li>5 Replace the <b>String</b> property with: <b>[Model.Brand.Name] [Model.Name] ([AssetTag]: [Code])</b>.</li> <li>6 Click <b>Modify</b>.</li> <li>7 Click <b>File/ Update database structure</b>.</li> </ol>

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## Defect **QCCR1E55271** (Support case **4615821087** )

<b>Application</b>	Asset Manager Windows Client
<b>Symptoms</b>	Error "SQL0511N " arises whenever trying to modify an <b>amAsset</b> record details based on a DB2 customer database

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<b>Description</b>	The "SQL0511N" error arises and prevents user from updating the <b>amAsset</b> record details based on a DB2 customer database.
<b>Resolution</b>	This defect has been fixed.

## Defect **QCCR1E55998**

<b>Application</b>	Asset Manager Windows Client
<b>Symptoms</b>	The Windows client crashes upon clicking the <b>Import Database</b> button.
<b>Description</b>	The Windows client crashes after you: <ol style="list-style-type: none"> <li>1 Select <b>File/ Import</b> menu from the Windows client.</li> <li>2 Click <b>Import Database</b>.</li> </ol>
<b>Resolution</b>	The issue is introduced by a previous fix for QCCR1E50003, and it has been solved now.

## Enhancements and fixes introduced in version 5.21

### Defect **AM111616152** (Support case **4605808102**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Certain fields for selected criteria are not always grayed out on screens opened through the QBE filter.
<b>Description</b>	Screens opened through QBE filter are started with a system hidden filter corresponding to the QBE selected criteria. Those criteria, when non-equivocal, should prevent the modification of corresponding fields of matching records. This rule is called 'fixed fields enforcement'. However, fields were not always consistently grayed out in all cases. <p><b>Note:</b></p> <b>Non-equivocal</b> indicates that the criteria includes no wildcards and can specifically point to those records which meet the criteria.



**Resolution** Fixed fields enforcement will now work with any non-equivocal filter definition.

**Note:**

Equivocal QBE criteria won't trigger the fixed fields enforcement. Using SQL wildcards for a text field filter would eliminate filtered text from the potential 'fixed fields' list.

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## Defect **AM716165827** (Support case **4601730750**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When a currency symbol partially overlaps with another one, it might become unusable.
<b>Description</b>	<p>Currency symbols that contain characters used as other currency symbols are not allowed.</p> <p>When currency symbols contain characters used as other currency symbols, the following error occurs: Value 'X' is not a valid double-precision number (where 'X' is the currency value you entered).</p> <p>For example, the symbol for Sweden's currency (SEK) contains an 'E', which is also used to represent the Euro, entering SEK100.00 would cause error.</p>
<b>Resolution</b>	The currency symbol parser has been adjusted to recognize all currencies.

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## Defect **AM922155630** (Support case **4603922401**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The <b>+Screen</b> wizard allows nonexistent functional domain.

<b>Description</b>	<p>If you enter a nonexistent functional domain in the <b>+Screen</b> wizard, the screen will be created with an empty functional domain.</p> <p>The following procedure shows you how to add a screen through <b>+Screen</b> wizard:</p> <ol style="list-style-type: none"> <li>1 Click <b>Portfolio/ Assets and Batches</b> to display the <b>amAsset</b> table.</li> <li>2 Click <b>Tools/ Views/ Create a custom view from the current table</b>. Name the view <b>EOL-WEBSITE1</b> , check <b>Visible</b> in menus and uncheck <b>Not Shared</b>, then click <b>Add</b>.</li> <li>3 Click <b>Tools/ Views/ Edit custom views</b> and select <b>EOL-WEBSITE1</b> .</li> <li>4 Click <b>+Screen</b> and enter the following parameters (assume <b>/View/</b> is not exist in function domain): <ul style="list-style-type: none"> <li>■ <b>Screen name:</b> EOL-WEBSITE1</li> <li>■ <b>SQL name:</b> EOL_WEBSITE1</li> <li>■ <b>Functional domain:</b> /Views/</li> <li>■ <b>Screen set:</b> Full</li> </ul> </li> <li>5 Click <b>Finish</b>.</li> <li>6 In Asset Manager Application Designer, verify that the view <b>EOL-WEBSITE1</b> has an empty domain.</li> </ol>
<b>Resolution</b>	The functional domain field in <b>+Screen</b> wizard is now Linkedit class, which ensures this value exists in functional domain.

## Defect [AM10122226](#) (Support case [4603929178](#) )

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The screen with <b>htmlLabel</b> class fields displays slowly in certain situations.
<b>Description</b>	The screen displays slowly if it contains calculated field which uses <b>htmlLabel</b> . The performance of <b>htmlLabel</b> needs improvement. For details about <b>htmlLabel</b> , refer to the <b>Tailoring</b> Guide, Chapter <b>Customize a page: Insert HTML content</b> .
<b>Resolution</b>	Field positions are no longer flushed to display until the definitive positions are ready for all of them. The displaying performance of <b>htmlLabel</b> is improved.

## Defect [AM109163443](#) (Support case [4603854787](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Asset Manager memory usage remains high after database disconnection

<b>Description</b>	Memory usage upraised during a working session is not released when disconnecting from database. Must quit application to get memory usage back to its initial level.
<b>Resolution</b>	Disconnection operation now releases the memory previously locked during the connected session.

### Defect [AM106205322](#) (Support case [4601233886](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The <b>Location</b> field of the <b>amComputer</b> table cannot be updated through the Web client.
<b>Description</b>	Updating the <b>Location</b> field of the <b>amComputer</b> table works in the Windows GUI, however, it fails in the Web client.
	<p><b>Tip:</b></p> <p>To modify the <b>Location</b> of a computer record: click the record in the <b>amComputer</b> table (<b>Portfolio management/ IT/ IT Equipment/ Computers</b>), select a new value for the <b>Location</b> field, and click <b>Modify</b>.</p>
<b>Resolution</b>	AM persistence controller is now fixed to correctly handle such situations.

### Defect [AM106212912](#) (Support case [4602816218](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Impossible to open a screen in the <b>Organization</b> domain on a specific database. Cryptic error message:
	message java.lang.NullPointerException
<b>Description</b>	The error is due to some mistake in the specific database.
<b>Resolution</b>	Clearer error message is provided to help identify and solve the problem.

### Defect [AM108113614](#) (Support case [4602809791](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Repairing triggers may corrupt database in certain situations.

<b>Description</b>	When repairing a database with missing triggers using Asset Manager Application Designer ( <b>Action/ Diagnostics / Repair database</b> menu), the database sometimes corrupts because Application Designer stopped the repair process as soon as the destruction of a missing trigger was attempted.
<b>Resolution</b>	Missing triggers are no longer an obstacle to completing the "repair trigger" operation.

### Defect **AM10818410** (Support case **4602816218**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Cryptic error message appears while displaying the <b>Projects</b> tab of a record from the <b>Employees</b> table on a specific database.
<b>Description</b>	The error is due to some mistake in the specific database.
<b>Resolution</b>	Clearer error message is provided to help identify and solve the problem.

### Defect **AM108183635** (Support case **4602816218**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When a monetary value could not be displayed properly in a number entry control (because such data conversion is not supported), the following error appeared in the error log of the Tomcat WebTier (no error message on the web GUI):  NumberEdit - Unsupported datatype conversion: com.peregrine.ac.data.types.base.ACMonetary on the Web
<b>Resolution</b>	The message was re-categorized to "warning" and the message wording was improved to eliminate confusion.

### Defect **AM102713222** (Support case **4602073472**)

<b>Application</b>	Asset Manager API
<b>Symptoms</b>	Reconciliation fails for data created/read through the Asset Manager API DLL.
<b>Description</b>	The reconciliation process would be disabled/broken if the data is created/read through Asset Manager API DLL. For more information about the API DLL, refer to the <b>Programmer's reference</b> guide, chapter <b>Using the API</b> .

<b>Resolution</b>	The reconciliation process is now enabled also when running the Asset Manager API DLL.
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## Defect **AM101515154** (Support case **4603389178**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Some customized screens which contained a large number of columns for the main list could fail to open on the web client, although they opened correctly on the Windows client. Error message:  Error: Duplicate component ID 'listForm:mainList-mainList:c-1890005471' found in view.
<b>Resolution</b>	Fixed

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## Defect **AM101516339** (Support case **4603770846**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Applying a filter defined by a query wizard (QBE) that contains an itemized list type field, then clicking the <b>Current filter: &lt;QBE name&gt;</b> link causes a blank page to appear.
<b>Description</b>	The query wizard is accessible from the drop-down on top of the records list.
<b>Resolution</b>	Fixed

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## Defect **AM108182051** (Support case **4602816218**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Cryptic error message appears while displaying the <b>Stocks</b> tab of a record from the <b>Locations</b> table on a specific database.
<b>Description</b>	The error is due to some mistake in the specific database.
<b>Resolution</b>	Clearer error message is provided to help identify and solve the problem.

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## Defect **AM1022185949** (Support case **4603255997**)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	HP-UX versions of Asset Manager products could not use OpenLDAP.
<b>Description</b>	HP-UX versions of Asset Manager products could not use OpenLDAP because the OpenLDAP library is not correctly linked with Asset Manager.

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<b>Resolution</b>	The build process was fixed to correctly link the OpenLDAP library with HP-UX versions of Asset Manager.
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## Defect **AM411152814** (Support case **4605022895** )

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When the user of a portfolio item was changed, the change of user was propagated to the components of the portfolio item, which in many circumstances is not the desired behavior.
<b>Resolution</b>	A database option <b>Agent</b> ( <b>Administration/ Database options</b> menu) is added which allows the user to stop propagating the portfolio item's user to its component.

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## Defect **AM102911429** (Support case **4605756168**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The <b>Go back to document being edited</b> link did not work for records that were created by duplicating another record. User had to log out and log in again to be able to edit any record.
<b>Resolution</b>	Fixed

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## Defect **AM106212843** (Support case **4605756168**)


<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Impossible to open a screen in the <b>Portfolio</b> domain on a specific database. Cryptic error message:  <code>message java.lang.NullPointerException</code>
<b>Description</b>	The error is due to some mistake in the specific database.
<b>Resolution</b>	Clearer error message is provided to help identify and solve the problem.

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## Defect **AM102117556** (Support case **4603920807**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When using the BASIC script to create a new record in a table, Asset Manager does not always check whether mandatory fields are populated.

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<b>Description</b>	<p>New records created through Basic script with the mandatory field value missing are still accepted. This happens when the script of the <b>Mandatory</b> property reads remote fields whose path is denormalized (refer to the <b>Administration</b> guide, chapter <b>Denormalization</b>). To get access to the script of the <b>Mandatory</b> property:</p> <ul style="list-style-type: none"> <li>■ Select the <b>View/ Fields</b> menu item in Asset Manager Application Designer.</li> <li>■ Select a field, then select the <b>Scripts</b> tab in the lower part of the interface.</li> <li>■ Select <b>(Script)</b> for <b>Mandatory</b> property.</li> <li>■ Click  behind <b>Mandatory</b> to set the mandatory condition of this field through Basic script.</li> </ul>
<b>Resolution</b>	New records cannot be created through Basic script when the mandatory field value is missing.

## Defect **AM1019193515** (Support case **4604797169, 4606420154, 4605961466**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The Wizard filter does not function in tree view mode.
<b>Description</b>	The filter of a wizard works in table view mode. However, when switching to tree view mode, all records will display. The filter is no longer taken into account.
<b>Resolution</b>	The wizard filter can now work in the tree view mode.

## Defect **AM4815101** (Support case **2216685411**)

<b>Application</b>	Asset Manager Clients
<b>Symptoms</b>	Comments containing carriage return in records of <b>amEmplDept(Organization\ Employees and departments)</b> table does not go to the same line when exported.
<b>Description</b>	<ul style="list-style-type: none"> <li>■ When exported to Excel sheet, multi-line comments would not go to the same cell;</li> <li>■ when exported to TEXT file, it would occupy several lines.</li> </ul> <p><b>Tip:</b></p> <p>The comment can be added in the <b>Comment</b> tab of the <b>amEmplDept</b> record.</p> <p>Before exporting, select <b>Utilities\ Configure list</b> from the context menu, make the <b>Comment</b> column visible in the table.</p> <p>The carriage return symbol has separated the comments when exported:</p>

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<b>Resolution</b>	Carriage return symbols are replaced with two spaces when exported.
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## Defect [AM624164347](#)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The function <b>CountValues</b> is not working properly.
<b>Description</b>	<p>API function <b>CountValues</b> fails to take empty elements into account. The details are as follows:</p> <ul style="list-style-type: none"><li>■ Execute <b>CountValues</b>("MAIN MENUE,x,HOME", ","), the result returns as 3 which is correct.</li><li>■ Execute <b>CountValues</b>("MAIN MENUE,,HOME", ","), the result returns as 2. It is incorrect because an empty element is still an element, the correct value should be 3.</li></ul> <p>The correct behavior for this API function should allow users to take the empty string into account. Moreover, it should be compatible with old version and legacy scripts.</p>
<b>Resolution</b>	A new parameter, <b>blIncludeEmpty</b> , is now available to take the empty string into account. The default value is set to <b>FALSE</b> to allow compatibility with older APIs and scripts.

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## Defect [AM1013133158](#) (Support case [4601790420](#))

<b>Application</b>	Asset Manager Windows Client
<b>Symptoms</b>	A negative value is returned if the result of <b>DateDiff</b> is too large.

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**Description** The following error arises when the calculation result of **DateDiff** is too large:

Value 'negative value' for field tsAccrualPeriod is invalid:  
It must be positive.

**Note:**

This problem also occurs when using **DateDiffEx**.

For example, when we run the following scripts:

```
Dim dStart As Date
Dim dEnd As Date

dStart = "2009/1/1 00:00:00"

dEnd = "9999/12/31 00:00:00"
Print "DateDiff1 = " & DateDiff(dEnd, dStart)
Print "DateDiffEx1 = " & DateDiffEx(dEnd, dStart)
Print "Int( 360 / 365.25 * DateDiffEx( dEnd, dStart ) / 86400 + .5 ) = " & Int( 360 / 365.25 * DateDiffEx( dEnd, dStart ) / 86400 + .5 )
Print "86400 * Int( 360 / 365.25 * DateDiffEx( dEnd, dStart ) / 86400 + .5 ) = " & 86400 * Int( 360 / 365.25 * DateDiffEx( dEnd, dStart ) / 86400 + .5 )

RetVal = 0
```

The returned value is:

```
[Thrd#:4544]DateDiff1 = -1231624064
[Thrd#:4544]DateDiffEx1 = 252171446400
[Thrd#:4544]Int( 360 / 365.25 * DateDiffEx( dEnd, dStart ) / 86400 + .5 ) = 2876699
[Thrd#:4544]86400 * Int( 360 / 365.25 * DateDiffEx( dEnd, dStart ) / 86400 + .5 ) = -561309568
```

The cause of the problem is 86400 is recognized as a 32-bit data .

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**Resolution** Use 86400.00 instead of 86400 in the function to calculate the date difference so that the result would be 64-bit.

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## Defect **AM1030161236**

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<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Web Service freezes after several hours of stress test.
<b>Description</b>	Web Service freezes on a customer's database because the memory reaches the limit.

---

**Resolution** A new advanced option which cleans the connection pool to prevent this problem is available in `aamapi51.ini` file. To use the option, set the variable `/Advanced/CnxPoolLifeTimeMinutes` to a value in minutes.

For example, this cleaning period can be set to 30 minutes in this way:

```
[Option]  
/Advanced/CnxPoolLifeTimeMinutes=30
```

---

## Defect **AM1112121159** (Support case **4602816218**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Tagging a Web Service with a screen which calls a non-existent query is not prevented, and no warning appears.
<b>Description</b>	The existence of the "Query Filter" attached to the screen is not checked when tagging a Web Service.
<b>Resolution</b>	The existence of the "Query Filter" is checked in <b>amQuery</b> table when tagging a web Service.

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## Defect **AM111914626** (Support case **4605881713**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Tab configuration is not preserved upon reconnecting the database in some cases.
<b>Description</b>	The screen name is truncated when it exceeds the maximum length definition. This results in the name overlapping of different screens, thus, causes the tab display problem.

**Tip:**




To configure the display of the tabs on a screen:

- 1 Select **Administration/ List of screens** from the Windows client.
  - 2 Select the screen from the **Access to screens** box.
  - 3 In the displayed screen, select **Configure tabs** from the context menu of either tab.
  - 4 Configure the visibility and the order of the tabs.
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<b>Resolution</b>	Screen name is encoded before using it to make sure the length is within the maximum length.
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## Defect **AM1224112230** (Support case **4606810888**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The  (hour glass) does not disappear after clicking on the root navigation tree on Web clients.
<b>Description</b>	In the navigation tree integrated from Asset Manager 9.31 and Service Manager 7.02, click on the root node <b>AssetManager</b> , the  appears which prompts the user to wait, however, it does not disappear until refreshing the browser. The problem reoccurs whenever the node is clicked.
<b>Resolution</b>	Javascript has been added to prevent  from appearing and blocking the page when no hyperlink has been called.

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## Defect **AM1113181255** (Support case **4603922401**)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	The following error arises on Web client when accessing the screen created from a custom view on <b>amAsset</b> table:  <code>Error: Duplicate component ID 'detail:pgAstMain_tab' found in view.</code>

---

<b>Description</b>	<p>This error occurs because duplicate page names are created in the <b>amAsset</b> table when creating a screen from a custom view.</p> <p>The following steps reproduce the error:</p> <ol style="list-style-type: none"> <li>1 Refer to the description of Defect <b>AM922155630</b> to create a custom view <b>EOL-WEBSITE1</b>.</li> <li>2 Create a new screen from the view: click <b>+Screen</b>, then click <b>Next</b> twice, enter the following parameters: <ul style="list-style-type: none"> <li>■ <b>Screen name:</b> EOL-WEBSITE1</li> <li>■ <b>SQL name:</b> EOL_WEBSITE1</li> <li>■ <b>Functional domain:</b> /Portfolio management/</li> <li>■ <b>Screen set:</b> Views</li> </ul> <p>Click <b>Finish</b>.</p> </li> <li>3 Check the page details of EOL_WEBSITE1 screen in Asset Manager Application Designer: select <b>View/ Screen</b> for <b>amAsset</b> table, select the EOL_WEBSITE1 item from the screen list, click the <b>Page</b> tab to view the <b>Page in detail</b>.</li> </ol> <p>Both <b>pgAstMain</b> and <b>PgAstMain</b> exist on the screen, which is the root of the issue.</p>
<b>Resolution</b>	One of the duplicated page names are deleted to prevent this problem.

## Defect **AM71515106**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	<p>A discrepancy exists between Asset Manager Web and Windows client on the number of software counter templates retrieved in <b>Create a software license management counter</b>(sysSamCreateSoftware-Counter) wizard .</p>

<b>Description</b>	<p>In Windows client</p> <ol style="list-style-type: none"> <li>1 Select <b>Portfolio Management\ IT\ Licenses\ Create a software license management counter</b>.</li> <li>2 Select how software installations/utilizations are to be counted: <ol style="list-style-type: none"> <li>1 In the <b>Create a software license management counter</b> wizard, select <b>Non-commercial\ Temporary\ Demonstration license (non-commercial)</b> from the <b>License Type</b> tree.</li> <li>2 Click <b>Next</b>.</li> </ol> </li> <li>3 Select a counter template: <ol style="list-style-type: none"> <li>1 Select the displayed template: <b>Actual utilization and entitlements by department/employee (temporary demonstration license)</b>.</li> <li>2 Click <b>Next</b> to proceed.</li> </ol> </li> </ol> <p>In Web client</p> <ol style="list-style-type: none"> <li>1 Select <b>Portfolio Management\ software Asset Management\ Create a software license management counter</b>.</li> <li>2 In the <b>Create a software license management counter</b> interface, select <b>Demonstration license</b> on the second page of the license type list.</li> <li>3 Select <b>Next</b>. No template will appear, which is inconsistent with the behavior on the Windows client.</li> </ol> <p>There are two types of demonstration licenses: <b>commercial</b> and <b>non-commercial</b>. For the Web client, both of these licenses are named <b>Demonstration license</b>. Because the template applies to the <b>non-commercial</b> license only, no template appears when the user incorrectly selects the <b>Demonstration license</b> that represents the <b>commercial</b> license.</p>
<b>Resolution</b>	Distinguish the two <b>Demonstration license</b> by appending <b>commercial</b> and <b>non-commercial</b> behind the name.

## Defect [AM81410844](#) (Support case [4601026376](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	<p>When trying to denormalize the <b>Start</b> (amFinancialYear:dStart) and <b>End</b> (amFinancialYear:dEnd) fields linked to the <b>Budgets</b> (am Budget) table, the following error occurred:</p> <pre> DATETIME is unknown in table 'amBudget'</pre>
<b>Description</b>	This error happens specifically to fields of type <b>Date</b> where the DBMS is Microsoft SQL Server.

**Resolution** Field handling in this context now works correctly.

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## Defect **AM101132618** (Support case **4603507127**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Access restriction for <b>amStatistics</b> and <b>amAction</b> works on Windows client, but does not work on the Web client.
<b>Description</b>	In Windows client, login as a user with access restriction for <b>amStatistic</b> and <b>amAction</b> , the restricted tables cannot be accessed by the user.  In Web client, However, login as the same user, the restricted tables can still be accessed.
<b>Resolution</b>	Access restriction for <b>amStatistics</b> and <b>amAction</b> has been added in Web client.

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## Defect **AM111918566** (Support case **4606184331**)

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Asset Manager Application Designer does not prevent tagging the Web Service to protect predefined tags such as R520, R512.
<b>Description</b>	Asset Manager Application Designer should reject tagging Web Service with any of those predefined tags to avoid the predefined tags being replaced by customized tags.
<b>Resolution</b>	A rule is defined to check the name of new tag, so tagging Web Service with identifier such as 'R'+digits (for example: 'R520') is not allowed.

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## Defect **AM1231172511** (Support case **4608030487**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The <b>Models</b> table in the <b>Create a new request</b> wizard ( <b>Procurement/ Request/ Create a new request</b> and <b>Procurement/ Request/ Create a request from products</b> ) cannot display properly when switched from <b>Table view</b> to <b>Tree view</b> .
<b>Description</b>	When switched from <b>Table view</b> to <b>Tree view</b> , empty lines appear instead of the previous records in the <b>Models</b> table.  The problem occurs because the column width is not assigned for the GUI upon first visiting of tree view. Therefore, all the column width is sized to 0, which causes the "disappearing" of the records.

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<b>Resolution</b>	Code has been changed to skip the error-causing operation if the column width got from the GUI is 0.
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## Defect **AM101313731** (Support case **4603847971**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	No label is displayed for the comment field on the Windows client after adding a MultilineLabel comment in the new page through Asset Manager Application Designer.
<b>Description</b>	<p>The following steps reproduce this issue:</p> <ol style="list-style-type: none"> <li>1 In Asset Manager Application Designer, create a new page for the <b>amEmplDept</b> table (<b>Label: Employees and Departments, Screen set: Full</b>).</li> <li>2 Enter <b>MultilineLabel-Comment   Id="1"</b> for the <b>Contents</b> of this page.</li> <li>3 Select <b>File/ Update database structure</b> to commit the change of the database structure.</li> <li>4 Connect to the database through the Windows client, select the new tab in <b>Organization/ Employees and departments</b> to display the contents of this tab.</li> </ol> <p>A label should appear, but does not.</p>
<b>Resolution</b>	The <b>useLabel</b> option is enabled for MultilineLabel class.

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## Defect **AM11374356**

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Web Service freezes after several hours' stress test on wizards.
<b>Description</b>	<p>Web Service freezes on a customer's database because the memory reaches the limit.</p> <p>When excessive scripts with queries are written for the properties of wizard controls, the refreshing rate would be hardly controllable.</p>

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<b>Resolution</b>	<p>To avoid this problem, excessive scripts contained in wizard should be moved to non-refreshable properties.</p> <p>For example: for a wizard page with a <b>LISTBOX</b> control which contains excessive scripts to initialize the <b>VALUES</b> properties of the <b>LISTBOX</b>, move this script to the <b>ONENTER</b> property. Thus, prevent Web Service freezing due to memory exhaustion.</p> <p>An advanced option is now available in aamapi51.ini file, it can help to prevent Web Service freezing by periodically cleaning the connection pool.</p>
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## Defect **AM1110145656** (Support case **4605753498**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	After modifying the <b>Model</b> of a duplicated portfolio item, the Web client did not take this modification into account.
<b>Description</b>	<p>Before the duplication is saved, modifying the <b>Model</b> of a duplicated portfolio item is forbidden.</p> <p>On the Web client, modifying the <b>Model</b> of a duplicated record during duplication would neither be accepted nor prevented by a warning message. On the Windows client, however, a warning message is displayed to prevent the operation:</p> <p>An asset's model cannot be changed during duplication. You must save the duplicated asset first and then try to change its model.</p>
<b>Resolution</b>	The Web client can now display the warning message as the Windows client does.

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## Defect **AM115173933** (Support case **4608811773**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The records are not always sorted correctly when accessed through the link of another table.
<b>Description</b>	<p>The following steps reproduce this issue:</p> <ol style="list-style-type: none"> <li>1 Select <b>Portfolio management/ IT/ Software installations</b> to display the <b>List of software installations</b>.</li> <li>2 Select <b>Model</b> as the filter criteria.</li> <li>3 Click <input type="checkbox"/> behind the <b>Model</b> field to display the <b>List of Models</b>.</li> <li>4 Click <b>Name</b> on the table head to display the models in ascending order.</li> <li>5 Click <b>Name</b> again to display the models in descending order.</li> </ol> <p>In step 4 and step 5, the records are not sorted correctly.</p>


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**Resolution** The table linked from another table is now sorted correctly.

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## Defect [AM112516541](#) (Support case [4606531595](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The <b>Enter</b> key is not functioning properly in the calendar widget on Web client.
<b>Description</b>	<ol style="list-style-type: none"><li>1 Select a record from the <b>Organization/ Employees</b> table, and click <b>Modify</b></li><li>2 Click  to display the calendar widget, press <b>Enter</b>. Pressing <b>Enter</b> in the calendar widget would save the whole record which is improper.</li></ol>
<b>Resolution</b>	When you move the mouse over a day in the calendar widget, pressing <b>Enter</b> closes the widget and displays the corresponding date value.

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## Defect [AM151296](#) (Support case [4608104211](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Asian characters cannot be entered in the <b>combobox</b> of a wizard on a customer's database.
<b>Description</b>	<p>The AutoCompletion starts before user has completed entering the Asian characters, the <b>combobox</b> keeps the AutoCompletion value instead of the characters entered, even after confirming the selection.</p> <p><b>Tip:</b></p> <p>A <b>combobox</b> is a combination of a drop-down list and a single-line textbox, allowing the user to either type a value directly into the control or choose from the list of existing options.</p>
<b>Resolution</b>	<p>A Javascript problem has been fixed and now works with Microsoft Input Method Editor (IME) so that Asian characters can be entered normally in <b>combobox</b>.</p> <p><b>Note:</b></p> <p>As javascript might be cached in the web browser, customers need to clear the browser cache after installing the new build.</p>

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## Defect [AM1228152053](#) (Support case [4607007409](#))

<b>Application</b>	Asset Manager Windows client
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**Symptoms** The behavior of **TAB** key is inconsistent in the **listbox** control of a wizard.

**Description** **Note:**

This problem occurs only when:


- There are large number of records in the **listbox** which needs a scroll bar to display all of them.
- There is an editable column in this **listbox**.

The following uses an example to demonstrate this problem:

- 1 Click **New** in the **amAction** table (**Administration/ Actions**).
- 2 Enter/select the following values for the fields:
  - **Name:** AM1228152053test
  - **Context:** (No table)
  - **Type:** Wizard
- 3 Select the **Wizard** tab and switch to text editing mode by clicking **A** , enter the following scripts:

```
Name = "Wizard"
Version = "8301"
{ Page PAGE1
{ ListBox LISTBOX1
ColTitle = "Name|FirstName|Field1"
Editable = "0|0|1"
Value = ""
Values = amdbGetStringEx("Select Name, FirstName, Field1
from amEmplDept ORDER BY lEmplDeptId", "|", ",", "=")
}
}

{ Finish FINISH
}
```

- 4 Click **Modify** to finish the creation.
- 5 Click  to test the wizard.


Entering **tab** after modifying **Field1** of a record might cause different results:

- If the first record of the list is selected for the **listbox**, entering **tab** would move the cursor to the next record of the **listbox**.
- If a record at the bottom of the list (displaying the next record would cause the scroll bar to appear) is selected, entering **tab** would move the cursor to a random record of the **listbox**.

**Resolution** Entering **tab** now moves the cursor to the next record.

## Defect **AM121614758** (Support case **4607716760**)

**Application** Asset Manager Windows client

<b>Symptoms</b>	The conditional mandatory field <b>Classification code</b> cannot be filled in <b>amCatRef</b> table ( <b>Catalog/ Catalog references</b> ), where it is mandatory according to the condition scripts.
<b>Description</b>	<p>The following describes the issue in detail.</p> <ol style="list-style-type: none"> <li>1 In the <b>amCatalog</b> table (<b>Catalog/ Catalogs</b>), select an existing catalog and select UNSPSC for <b>Classification standard</b>, click <b>Modify</b>.</li> <li>2 Select the <b>References</b> tab and click <b>+</b> to add a new catalog reference.</li> <li>3 In the <b>Catalog reference</b> screen, where <b>Classification code</b> is mandatory, the drop-down list of this field is empty.</li> </ol> <p><b>Note:</b></p> <p>This problem happens wherever condition scripts of <b>Classification code</b> contain <b>TableName:Link:Field</b>. This condition would be evaluated incorrectly in some cases.</p> <p>The <b>Mandatory</b> property of <b>Classification code</b> can be retrieved in Asset Manager Application Designer.</p> <ol style="list-style-type: none"> <li>1 Select the <b>Catalog references (amCatRef)</b> table from the left navigation tree.</li> <li>2 Select <b>View/ Links</b> to display all of the links.</li> <li>3 Select the link <b>Classification code</b> and click the <b>Scripts</b> tab.</li> <li>4 Click  behind <b>Mandatory</b> to display the condition scripts.</li> </ol>
<b>Resolution</b>	<p>The value of <b>Classification standard</b> can be selected from the drop-down list normally now.</p> <p>This problem is also fixed for other conditional mandatory fields which contain <b>TableName:Link:Field</b> in their condition scripts.</p>

## Defect **AM109105634** (Support case **4602816218**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Several Web Services are unavailable (the generated WSDLs cannot be opened) on a specific database although the Web Services were tagged without errors.
<b>Description</b>	When one Web Service contains a reference of another Web Service which is not exposed, the WSDLs of such a Web Service cannot be opened.

<b>Resolution</b>	Tagging Web Service which contains a unexposed reference is prevented.
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## Defect [QCCR1E51747](#) (Support case [4610455208](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Cannot delete a screen with empty <b>Screen set</b> property.
<b>Description</b>	It is impossible to delete a screen with empty <b>Screen set</b> property.  <div style="background-color: #f0f0f0; padding: 5px;"> <p><b>Tip:</b></p> <p>The <b>Screen set</b> property can be edited/retrieved in Application Designer.</p> <p>The deleted screen will be re-generated upon updating the database structure and re-connecting to the database.</p> </div>
<b>Resolution</b>	For screens without <b>Screen set</b> property which were created in previous versions of Asset Manager, they can now be deleted without errors.  In subsequent versions, <b>Screen set</b> will be a mandatory field when creating a new screen.

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## Enhancements and fixes introduced in version 5.20

The following defects were fixed as part of this release, in addition to those in the previous release:

### Defect [AM72913574](#) (Support case [1604786212](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Modifying multiple records at the same time fails.
<b>Description</b>	This problem may occur under the following conditions: <ul style="list-style-type: none"> <li>■ You co-select too many records</li> <li>■ You display the records using the <b>List and detail</b> view of a screen</li> </ul> <p><b>Example of error message:</b></p> <pre>Unable to modify ' ( AssetTag: ???) (Mandator: Name-IT_000000000002)' in table 'amPortfolio (Portfolio items)'.</pre>

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<b>Resolution</b>	The software has been modified so that error conditions no longer occur in the above circumstances.
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## Defect **AM68135931** (Support case **1604763394**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	It is impossible to login to the Asset Manager Web client and to display the WSDL of some Web services.
<b>Description</b>	<p>This problem appears when you add a link to page that is part of the default screen of a table and the screen is associated to a functional domain that it is not exposed by any Web service.</p> <p>A functional domain is not exposed under either of the following conditions:</p> <ul style="list-style-type: none"><li>■ The functional domain's <b>Web service</b> (seWebService) field has the value <b>none</b>.</li><li>■ The functional domain's <b>Web service</b> (seWebService) field has the value <b>From within parent domain</b> and it is linked to a parent for which the <b>Web service</b> (seWebService) field has the value <b>none</b>.</li></ul>
<b>Resolution</b>	An error message now clearly states which screen is not exposed via Web Services. To fix the problem, you should make sure that the functional domain of the screen is exposed by the Web services; change the value of the <b>Web service</b> (seWebService) field of the functional domain or of its parents.

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## Defect **AM117195235** (Support case **1602663598**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	Filtered client views in the Asset Manager Web generate unhelpful '500 server errors' such as cannotApplyFilter and failed to update list state.
<b>Description</b>	The problem appears when you generate a view by applying a filter to a database table linked to a domain (such as <b>Portfolio Management/Telephony</b> ), when the filter does not specify the appropriate domain.

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<b>Resolution</b>	An error message now clearly states that a problem was encountered with a domain/service URL. To fix this, you should make sure that the filter references the appropriate functional domain.
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## Defect **AM617165055** (Support case **1604865414**)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Portfolio items are not always merged as they should be, based on <b>Asset Tag</b> (AssetTag) matching.
<b>Description</b>	When the <b>Portfolio Items</b> (amPortfolio) table contains denormalized data, portfolio item records may not be merged correctly by the <b>CAssignmentMergeAgent</b> agent after a reversion of status from <b>In Use</b> to <b>In stock</b> , as the <b>Asset tag</b> (AssetTag) is not correctly matched.
<b>Resolution</b>	When you try to merge data by changing its status back to <b>In stock</b> , less stringent error checking for denormalization is performed by the <b>CAssignmentMergeAgent</b> agent. <ul style="list-style-type: none"> <li>► For further details of how the <b>CAssignmentMergeAgent</b> agent works, see the <b>Automatic software mechanisms</b> guide, <b>Portfolio Items table (am Portfolio)</b> chapter, <b>Agents</b> section.</li> </ul>

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## Defect **AM617145555** (Support case **2608253324**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When duplicating a record through the Asset Manager Web client, some fields retain the original value of the original record instead of being emptied.
<b>Description</b>	Fields for which there is no default value but which have the property <b>Reapply default value on duplication</b> should be emptied when a record is duplicated.
<b>Resolution</b>	All fields are now correctly treated when a record is duplicated via the Web client (as per functionality in the Windows client).

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## Defect **AM62214450** (Support case **3606122399**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When you run a wizard that uses a <b>DBQueryBuilder</b> control, in the Asset Manager Web client, errors may be generated.

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<b>Description</b>	In the above circumstances, the <b>DBQueryBox</b> control returns a string in which the selected ID is duplicated (Example : "456,456"). This in turn leads to SQL parse errors when the <b>DBQueryBox</b> value is used in a query, as in the following example:  <pre>AmDbGetString("SELECT SEASSIGNMENT FROM amPortfolio WHERE la stid = " &amp; {MyQueryBox.Value})</pre>
<b>Resolution</b>	The control no longer returns duplicate strings.

## Defect [AM101117632](#) (Support case [2606698924](#))

<b>Application</b>	Asset Manager API
<b>Symptoms</b>	When using HP Connect-It to create invoice lines, the <b>Tax amount</b> (mTaxValue) is not saved, even if HP Connect-It has set a field value.
<b>Description</b>	Values for the <b>Tax amount</b> (mTaxValue) are ignored by the API.
<b>Resolution</b>	All values are now correctly saved to invoice line records.

## Defect [AM420172529](#) (Support case [3605536163](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	In main lists, when you use the <b>Go to..</b> widget, SQL errors may be generated.
<b>Description</b>	In standard List/Detail screens, using the <b>Go to..</b> widget (from the contextual menu) to find a record may generate an SQL error, depending on the currently sorted column. It works correctly only when the currently sorted column is a direct field (does not contain a link) and is of data type CHAR (character).
<b>Resolution</b>	The <b>Go to..</b> widget now interprets the specified value more intelligently, rather than just using the raw text.

## Defect [AM1216182651](#) (Support case [3604186736](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When you click a record from the <b>Portfolio items</b> (amPortfolio) or <b>Model</b> (amModel) screens in the Web client, the following error is generated:  <pre>Error: Webservice: Unable to complete operation in current state.; nested exception is: org.xml.sax.SAXParseException: Character reference "&amp;#2" is an invalid XML character</pre>

<b>Description</b>	Following certain changes generated by scripts or database migration, characters not in the XML character set can be encountered by the Web client. These characters (such as currency symbols) cause the error because they are not supported in the code.
<b>Resolution</b>	Characters not in the XML character set are now processed to avoid the error.

## Defect **AM61817573** (Support case **2608069799**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	An error occurs when you use the <b>DistantDet</b> graphic control (display control for a remote detail) in a link in combination with a <b>WhereCond</b> property. <b>Code example:</b>  <pre>Location DistantDet="usramLocation" Id="1" WhereCond="( (Parent.BarCode&lt;='99') AND (Parent.BarCode&gt;'00'))AND(usrDisposFlg=0) "</pre> <p>Using such a link should allow you to modify the location of a <b>Portfolio item</b> (amPortfolio) record and to have the list of locations displayed in tree view. However when you try to pick a location, an error is generated.</p>
<b>Description</b>	A location cannot be selected from a detail list on a Portfolio item when the link-edit list is in tree view. The <b>f:param</b> tag for JSF components is not compatible with the Ajax technology used by the Web client.
<b>Resolution</b>	Code has been changed to prevent this problem.

## Defect **AM62615231** (Support case **1605386443**)

<b>Application</b>	Asset Manager Automated Process Manager
<b>Symptoms</b>	Automated Process Manager generates expense lines in an infinite loop on certain databases.
<b>Description</b>	When the hidden field <b>Split operation status</b> (seSplitStatus ) on a record of the <b>Expense lines</b> (amExpenseLine) table is set to <b>Not split</b> , these are flagged for splitting by Automated Process Manager's <b>Cost center</b> module (task <b>Split expense lines in cost centers</b> ).  For certain databases, this would enter an infinite loop generating further expense lines.
<b>Resolution</b>	Expense lines are now split correctly.

## Defect **AM630151138** (Support case **3606108364**)

<b>Application</b>	Asset Manager Windows client
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<b>Symptoms</b>	When you configure LDAP to use SSL authentication, LDAP fails to connect to an SSL certificate specified with a fullpath (for example c:\certificates\cert.sll). This generates the following errors:  02001002:system library:fopen:No such file or directory .\crypto\bio\bss_file.c:104 error:2006D080: BIO routines: BIO_new_file: no such file .\crypto\bio\bss_file.c:107 error:0B084002:x509 certificate routines:X509_load_cert_crl_file:system lib .\crypto\x509\by_file.c:274
<b>Description</b>	am.exe cannot locate the path to the SSL certificate, thus LDAP authentication fails. This was caused by a fault in HP Connect-It's unicode codepage.
<b>Resolution</b>	HP Connect-It's unicode codepage has been modified so that a path specified to the SSL certificate is now correctly interpreted.

### Defect [AM72143730](#) (Support case [3606283081](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	E-mails sent through the VIM protocol are received with garbled body text.
<b>Description</b>	The body text of the received e-mail is garbled if the e-mail is sent through the VIM protocol by running an action.
<b>Resolution</b>	E-mails sent via the VIM protocol no longer have garbled body text.

### Defect [AM716141039](#) (Support case [4600764774](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Cannot detach or modify the attached document.
<b>Description</b>	When a document is attached to an item, no action is performed after clicking <b>Detach</b> .  Clicking <b>Run</b> opens the document in case of a text type document, but no modification can be saved.
<b>Resolution</b>	The <b>Detach</b> and <b>Run</b> buttons are now functioning properly.

### Defect [AM48145833](#) (Support case [1604318178](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When a screen has a page type <b>MyLink.pgDistantPage</b> , the content of <b>pgDistantPage</b> may not appear in the Web client.

<b>Description</b>	When a screen page is created with a single field of type <b>MyLink.pgDistantPage</b> , then, if <b>pgDistantPage</b> contains a list of redirection to other pages instead of normal fields, then the content of <b>pgDistantPage</b> could not appear in the Web client.
<b>Resolution</b>	The Web is now able to display the complete set of pages contained in the pointed distant detail.

### Defect **AM7620355** (Support case **2607486642**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The client crashed randomly when displaying the list of views using the toolbar icon.
<b>Description</b>	Application crash might occur when trying to display a views table which contains more than 200 records via the toolbar icon.
<b>Resolution</b>	The Windows client does not crash anymore when displaying more than 200 records in the views list using the toolbar icon.

### Defect **AM71144331** (Support case **2608675271**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When you display a main list of records in tree view and without applying a filter, only a maximum of 20 sub-records were displayed for each parent record.
<b>Description</b>	There was no way to increase the number of sub-records to display in such lists.

## Resolution

A new parameter **maxTreeListChildCount** is introduced in `package.properties` to configure the maximum number of sub-records each record can show in the tree view of main list when no filtering is applied. This parameter defaults to 200.

### Warning:

Using too large a value for the **maxTreeListChildCount** parameter may cause slow page load times and in extreme cases appear to cause the browser or web client to stop responding.

### Note:

When applying a filter to a list of records displayed in tree view, all the sub-records that match the filter condition will be displayed. There is no limitation to the number of sub-records that can be shown in this case.

After editing the **maxTreeListChildCount** parameter in the `package.properties` file, use the deployment script (`build.bat` or `build.sh`) to deploy it.

► For more details about how to deploy the `package.properties` file, see the **Installation and Upgrade** guide, chapter **Installing, configuring, removing and updating Asset Manager Web**, section **Installing Asset Manager Web**.

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## Defect **AM7219137** (Support case **2608674264**)


<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	After duplicating a record, selecting a record from a linked table using the <input type="checkbox"/> control sometimes reset all modifications to the duplicated record if the modifications were not saved using the <b>Save</b> button beforehand.
<b>Description</b>	The workaround was to save the duplicated record before using the <input type="checkbox"/> control.
<b>Resolution</b>	The bug has been fixed. Selecting a linked record using the <input type="checkbox"/> control no longer resets unsaved changes.

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## Defect **AM7318713** (Support case **2608674512**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When creating a record, selecting a record from a linked table using the <input type="checkbox"/> control sometimes generated an error message.
<b>Description</b>	The workaround was to save the newly created record before using the <input type="checkbox"/> control.

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<b>Resolution</b>	The bug has been fixed. Selecting a linked record using the  control no longer generates error message.
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## Defect **AM72105049** (Support case **3606255581**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Sometimes error message appears when you try to locate a record using the <b>Go to...</b> menu, as follows: <ol style="list-style-type: none"><li>1 In the main list, sort on the column that you want to use as the criteria to locate a record.</li><li>2 Right click in the list and select the <b>Go to...</b> menu.</li><li>3 Enter or select a value and click the <b>Go to...</b> button.</li></ol>
<b>Description</b>	Error example:  ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]C onversion failed when converting the varchar value 'xxx' to data type int. SQLState: 22005  This is likely to occur when the list is sorted on a link rather than a field.
<b>Resolution</b>	The error message doesn't display when using the <b>Go to...</b> menu to locate a record.

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## Defect **AM715184745** (Support case **2608675133**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	The suggestion list of a link or itemized list within a filter definition area does not appear under the text input box but at the top of the filter area.
<b>Description</b>	This defect occurs when attempting to specify a filter condition for a list.
<b>Resolution</b>	The suggestion lists now appear under the text input boxes.

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## Defect **AM77204417** (Support case **2608650351**)

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	When an itemized list field receives focus, its dropdown list is displayed below the text input box. However, if there is a drop-down type field underneath the displayed itemized list, the drop-down control will appear on top of the itemized list, hiding part of the list.

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<b>Description</b>	The defect happens because the control used in the Web to render the itemized list contains a bug that does not properly work around the underlying IE bug.
<b>Resolution</b>	Javascript has been added to properly work around the IE bug and prevent the drop-down control from hiding the suggestion list.

## Defect [AM63121629](#) (Support case [3605399826](#))

<b>Application</b>	Asset Manager Web client
<b>Symptoms</b>	<p>The following problems occur for a type of link which triggers page refresh when the focus is moved outside the link.</p> <ul style="list-style-type: none"> <li>■ If you type a string which matches the beginning of some records (but does not fully match an item in the linked table), and then move the cursor elsewhere before autocomplete is triggered, the system didn't delete the invalid value that you had just typed. Rather, the link field was populated with a record from the linked table.</li> <li>■ If you delete a value in some link fields and moved the cursor elsewhere before autocomplete is triggered, the old value returned after the page is refreshed or saved.</li> </ul>
<b>Resolution</b>	The behavior of these fields has been corrected.

## Defect [AM6518115](#) (Support case [1604756646](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Function <b>AmIsScreenSet</b> was detected as undefined while checking validity of records because some internal APIs were missing from the scripting engine.
<b>Description</b>	<p>Example of error message:</p> <pre>(-53) Sub or function 'amIsScreenSet' not defined. ('Line 10 of script 'Validity' of table 'User roles (amMasterProfile)')</pre>
<b>Resolution</b>	Checking the validity of records doesn't generate error message.

## Defect [AM97172355](#) (Support case [4601125291](#))




<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When exporting a list to Excel, text which starts with zero is truncated.

<b>Description</b>	When exporting data to Excel by using the <b>Utilities/ Export the list</b> contextual menu on the main list, text type column containing only digits (for example, an <b>AssetTag</b> value <b>0001234</b> ) was interpreted as numeric by Excel. This caused Excel to remove starting zeroes and display only trailing significant data (for example <b>1234</b> instead of <b>0001234</b> ).
<b>Resolution</b>	The Export list tool will now force Excel to interpret text data as text by means of an Excel formula (For example, <b>0001234</b> is now exported as <b>=T("0001234")</b> ).

### Defect **AM831688** (Support case **2608675573**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Counters increment unexpectedly when the applied filter returns no results.
<b>Description</b>	If you open a screen which has a preliminary query wizard, and fill in the wizard in a way that ends up with an empty screen list result, some screens (for example <b>amPortfolio</b> ) increment counters which are usually triggered for filling default values for a new record.
<b>Resolution</b>	The bug is fixed now.

### Defect **AM625193150** (Support case **3605944827**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Using the  button may populate the new duplicated record with unexpected data.
<b>Description</b>	In a detail with filter applied, when creating a new record which does not match the current filter, using the  button will populate a new editable duplicated record with data matching the filter instead of data duplicated from the initially created record.
<b>Resolution</b>	Using the  button does not populate unexpected data anymore.

### Defect **AM721162233** (Support case **4601696358**)

<b>Application</b>	Asset Manager Web Service
<b>Symptoms</b>	Asset Manager Web Service may crash when a screen contains a page with distant linked detail.

<b>Description</b>	When a screen contained a page redirecting to a distant detail which contained a filter using the <b>AmDbVal()</b> function, the web service could break with error:  field 'xxx' unknown 'xxx:' (table 'xxx')
<b>Resolution</b>	Asset Manager Web Service has been corrected.

## Defect [AM716143431](#) (Support case [2608223139](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	If a screen contained pages from two overflow tables, and the statuses (like mandatory, irrelevance etc...) of some field on one table were defined by scripts and had dependency on a field of its overflow table, these scripted statuses were not immediately updated when the value of the corresponding field on the overflow table had changed.
<b>Description</b>	For example, if the <b>mandatory</b> property of <b>FIELD1</b> on the asset page was defined using this script:  Retval = (PortfolioItem.User.Name='Admin')  then setting user <b>Admin</b> on the general page of the <b>Portfolio Item</b> screen did not cause <b>FIELD1</b> to become mandatory (red) on the Asset page.
<b>Resolution</b>	The problem has been corrected.

## Defect [AM52716203](#) (Support case [1605073543](#), [4601730065](#))

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	When the state (value of the <b>Assignment</b> field) of a portfolio item changed from <b>in stock</b> to <b>in use</b> , the value of the <b>in-service date</b> field was overwritten with the current date.
<b>Resolution</b>	The <b>in-service date</b> will now be populated with the current date only when the field is empty before the state changes.

## Defect [AM83182636](#) (Support case [1605410197](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When clicking a link from the <b>Functions/ Favorites</b> tab on the left navigation bar, the clicked link did not stay highlighted after it lost focus.
<b>Description</b>	This problem may cause the users to lose track of what they have selected.

**Resolution** The clicked link stays highlighted after losing focus.

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## Defect [AM9917245](#) (Support case [3602759750](#))

**Application** Asset Manager Windows client

**Symptoms** On the **Stock rules** (amStockRule) table, the **Quantity of requests in progress** (renamed as **Quantity requested but not received**) query calculator didn't take into account and reflect the stock items reserved and items already received.

**Resolution** The query formula is modified to correct the problem.

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## Defect [AM715213019](#) (Support case [4600025744](#))

**Application** Asset Manager Windows client

**Symptoms** On the main list of some screens, when selecting multiple records using Ctrl-click, a **save confirmation** popup message and the **modify** button appeared when the third record was selected.

**Description** The problem occurred when the client was connected to a UNICODE database.

**Resolution** The error message and **modify** button don't appear during multi-selection.

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## Defect [AM617164835](#) (Support case [2608367829](#))

**Application** Asset Manager Web client

**Symptoms** The value of the **Code** field incremented twice instead of once when creating a portfolio item through the Web client.

**Description** When a screen contained fields whose default value used the **Am-Counter()** function, then, creating a new record through this Web screen triggered 2 calls to the default value calculation which in turn, incremented the Counter twice instead of once.

**Resolution** The behavior of the field is normal now.

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## Defect [AM820155328](#) (Support case [4602248252](#))

**Application** Asset Manager Application Designer

**Symptoms** It was not possible to add a link of type **Comment** using Asset Manager Application Designer.

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<b>Description</b>	When trying to add a link of type <b>Comment</b> to any table, Asset Manager Application Designer displayed the following error in a popup box:  target table of the 'comment' type link must have the same structure as table 'Comment'
<b>Resolution</b>	This message now serves as a warning rather than an error, and does not prevent you from adding a link of type <b>Comment</b> .

### Defect [AM729202533](#) (Support case [4601168956](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	It was not possible to duplicate a record in the <b>Requests</b> (amRequest) screen.
<b>Description</b>	Duplication did not work the <b>Requests</b> (amRequest) screen. Instead, the following duplicate error was displayed:  ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]C annot insert duplicate key row in object 'amFVReqLine' with unique index 'FVReqLine_lReqLine'. SQLState: 23000
<b>Resolution</b>	It is now possible to duplicate records on this table.

### Defect [AM618182452](#) (Support case [2608352385](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When exporting a list of records to a text file, some column separators were sometimes omitted.
<b>Description</b>	When the last column contained no data, the last separator character was not written to the exported file.
<b>Resolution</b>	Column separators exported correctly.

### Defect [AM62317301](#) (Support case [1604798281](#), [4601724020](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Modification of a comment did not work during a multiselection.
<b>Description</b>	After performing a multiselection, trying to edit a comment field often caused an error and the selected records were not updated with the new data.

**Resolution** Comments can now be edited during a multiselection.

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## Defect [AM825182419](#) (Support case [4602623972](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	Asset Manager misaligned records displayed in a list view if one field value included a TAB character.
<b>Description</b>	When data displayed in a field included in a main list contained a TAB character, this resulted in column skipping, and all subsequent column values were displayed with an offset.
<b>Resolution</b>	TAB characters no longer cause column-skipping.

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## Defect [AM826191538](#) (Support case [4601757774](#))

<b>Application</b>	Asset Manager Windows client, Asset Manager Web Client
<b>Symptoms</b>	When creating a software counter using a template through the <b>Create a software license management counter...</b> (sysSamCreateSoftwareCounter) wizard, the rights query embedded in the template was not reflected in the new software counter.
<b>Description</b>	The query embedded in the template (for rights counting) was not taken into account while building the query for the new counter.
<b>Resolution</b>	The template now adds the query to new software counters.

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## Defect [AM730161019](#) (Support case [4601034253](#))

<b>Application</b>	Asset Manager Windows client, Asset Manager Web Client
<b>Symptoms</b>	When unlinking software installations from a portfolio item through the <b>Link/unlink an installation to/from a portfolio item...</b> (sysCompactInstall) wizard, if total size of the affected software installations is more than 100k, the operation takes a long time to complete.
<b>Description</b>	The delay was caused by the wizard setting a flag for each affected software installation, one by one rather than by batch.
<b>Resolution</b>	The <b>No portfolio for inst.</b> (bCompact) field for the affected software installations is now updated (set to =1) by batch.

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## Defect [AM62173517](#) (Support case [3605399826](#))

<b>Application</b>	Asset Manager Web Client
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<b>Symptoms</b>	The Web Link Edit Control could be reset with an incorrect value after an automatic page refresh.
<b>Description</b>	After selecting a value X in a Web Link Edit, reselecting another value Y could lead to a page refresh which in turn, restored the value selected initially (X) to the Web Link Edit.
<b>Resolution</b>	A Web Link Edit is no longer reset in this context.

## Defect [AM827162257](#) (Support case [4602481837](#))

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	When trying to open a domain schema such as <b>PortfolioTypes.xsd</b> , a 404 Error was generated but without any additional information.
<b>Description</b>	Domain schemas are generated from screen definitions and duplicate Element Names are not allowed in a Complex Type of a schema.
<b>Resolution</b>	If duplicate fields are encountered during schema generation, a new log is created at the Web Service level to explain the error, and an Internal Server Error (500) is displayed in the Web Service. The log contains details of the DocTypeName and the Property in the error.

## Defect [AM81410844](#) (Support case [4601026376](#))

<b>Application</b>	Asset Manager Asset Manager Application Designer
<b>Symptoms</b>	When trying to denormalize the <b>Start</b> (amFinancialYear:dStart) and <b>End</b> (amFinancialYear:dEnd) fields linked to the <b>Budgets</b> (am Budget) table, the following error occurred:  DATETIME is unknown in table 'amBudget'
<b>Description</b>	This error was specific to fields of type <b>Date</b> where the DBMS was Microsoft SQL Server.
<b>Resolution</b>	Field handling in this context now works correctly.

## Defect [AM78174721](#) (Support case [3606274537](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	In the detail of the <b>Request lines</b> (amReqLine) table, it was possible to select models whose <b>Certified for the purchase request</b> option was unchecked, which was not the expected behavior.
<b>Description</b>	The problem was due to the absence of a filter which should be defined for the <b>amReqLine</b> table.

<b>Resolution</b>	A filter is now applied so that the model is invisible when its <b>Certified for the purchase request</b> option is unchecked.
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## Defect **AM9917245, AM414114830** (Support case **3602759750**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	On the <b>Stock rules</b> (amStockRule) table, the <b>Quantity of requests in progress</b> (renamed as <b>Quantity requested but not received</b> ) query calculator did not take into account, and reflect in real-time, the stock items reserved and items already received.
<b>Resolution</b>	The query formula is modified to correct the problem.

## Defect **AM78191437** (Support case **1605295545**)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Software counters generated from the <b>Create a software license management counter...</b> (sysSamCreateSoftwareCounter) wizard did not contain the LicModel filter clause from the counter template. Also, when the selected <b>License type</b> (LicType) was "Not defined" this was not treated as synonymous with a NULL value and thus the full set of License Models was not available for selection.
<b>Description</b>	Counters based on the template should inherit filter clauses from the template. Also, if the <b>License type</b> is "Not defined" this should be treated as NULL thus allowing any License <b>Model</b> (ModelType) to be selected for filtering.
<b>Resolution</b>	The wizard now inherits filters, and if the <b>License type</b> (LicType) is set to "Not defined" in the wizard this is treated as NULL.

## Defect **AM72518821** (Support case **2601733754**)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	Selecting a blank value in an <b>ItemizedList</b> control produced an error in Internet Explorer.
<b>Description</b>	When clicking a blank entry in the dropdown list of an <b>ItemizedList</b> control in Internet Explorer an error was produced.

<b>Resolution</b>	The underlying Javascript library has been corrected to prevent this error.
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## Defect **AM512134446** (Support case **3604928690**)

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	Migration of the <b>Entitlements of the portfolio item</b> (amRelEntitl-Portf) table resulted in loss of the corresponding content from amEntitlement:Assets.
<b>Description</b>	Migration of this table from AssetCenter 4.x was faulty.
<b>Resolution</b>	Migration now works correctly.

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## Defect **AM15204710** (Support case **1603404196**)

<b>Application</b>	Asset Manager clients
<b>Symptoms</b>	Help on fields was not displayed for features.
<b>Description</b>	Contextual help was not available on feature fields.
<b>Resolution</b>	This has been resolved.

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## Defect **AM102019350** (Support case **3603074573**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	When editing the a <b>Portfolio item</b> (amPortfolio), linked mandatory fields from the <b>Assets</b> (amAsset) table were not enforced.
<b>Description</b>	A mandatory field linked from a distant table was not enforced in this context.
<b>Resolution</b>	This issue has been fixed.

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## Defect **AM87123056** (Support case **4601818015**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The hidden advanced option <b>ReadDbbFromFile</b> option did not work.
<b>Description</b>	This option in the debug section of amdb.ini did not work.

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<b>Resolution</b>	This issue has been fixed.
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## Defect [AM72819449](#) (Support case [1605389069](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	When migrating from AssetCenter 4.x., an error was encountered on the <b>External identifier</b> (ExtPfiId) field of the <b>Portfolio items</b> (am-Portfolio) table.
<b>Description</b>	This field did not exist the database in AssetCenter 4.x, and was filled with empty strings instead of NULLs in the migrated database, causing duplication errors because this field has an 'Unique or Null' index.
<b>Resolution</b>	This issue has been fixed.

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## Defect [AM102114595](#) (Support case [2602982962](#))

<b>Application</b>	Asset Manager Automated Process Manager
<b>Symptoms</b>	Asset Manager Automated Process Manager crashed during Workflow execution.
<b>Description</b>	This was related to saving instances in the database.
<b>Resolution</b>	This issue has been fixed.

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## Defect [AM827142315](#) (Support case [741058](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	When the DBMS is DB2, an error occurred when repairing <b>Full name</b> (FullName) fields on the <b>IT equipment</b> (amComputer) table.
<b>Description</b>	When repairing this field, the following error was produced:  <pre>[IBM] [CLI Driver] [DB2/NT] SQL0433N value \"oe420server\$00000000000000122618.0000 \$\" is too large. SQLSTATE=22001.</pre>
<b>Resolution</b>	This issue has been fixed.

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## Defect [AM115173234](#) (Support case [4000431668](#))

<b>Application</b>	Asset Manager Application Designer
<b>Symptoms</b>	A 'Type 14 undefined error' occurred when running a template in Asset Manager Application Designer.
<b>Description</b>	This was specific to UNICODE text fields.

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<b>Resolution</b>	This issue has been fixed.
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## Defect **AM21312474** (Support case **3605466468**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The <b>Generate a purchase order</b> (sysProcRequestGenPOrder) procurement wizard failed to create purchase orders correctly if the company name contained a comma.
<b>Description</b>	Example of company name causing this error: <b>HP, B2B</b>
<b>Resolution</b>	This issue has been fixed.

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## Defect **AM416154215** (Support case **3605583415**)

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	It was possible to create a script with invalid code.
<b>Description</b>	When creating a script with invalid code, an error was flagged on the first attempt to save it, but it was accepted on the next attempt.
<b>Resolution</b>	An invalid script is consistently rejected and an error message is displayed at each attempt to save it.

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## Defect **AM5511488** (Support case **3605680323**)

<b>Application</b>	Asset Manager Service Catalog
<b>Symptoms</b>	When features from the Demo database do not exist in a Customer database, Service catalog cannot generate request lines properly, and an error is generated in the ServiceCatalog log:  Error creating request 'web Service Test 3e' (id: ESS-XXXXX) "
<b>Description</b>	When generating request items through Service Catalog, the Service Catalog log displays time out errors, and adbrog shows AQL queries containing rejected features.
<b>Resolution</b>	Upgrade Service Catalog to 5.20 or import missing features using script \common\admtool.scr

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## Defect **AM91171341, AM915134719** (Support case **4601607913**)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	Oracle errors not visible when opening the Asset List in the Web client.
<b>Description</b>	Due to memory leaks in aamapi51.dll

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<b>Resolution</b>	The leaks have been resolved.
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## Defect **AM910174952** (Support case **4601719170**)

<b>Application</b>	Asset Manager Asset Manager Application Designer
<b>Symptoms</b>	When opening a database, the following error message occurred:  Customization action 'ServiceCall' is duplicated. The second definition will be ignored."
<b>Description</b>	
<b>Resolution</b>	Fixed.

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## Defect **AM910202933** (Support case **4603534094**)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	When trying to start the Asset Manager Web Service an out of memory error occurred.
<b>Description</b>	Insufficient memory was allocated to the tagged Web Service.
<b>Resolution</b>	The allocated memory has been increased.

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## Defect **AM831185343** (Support case **4601607913**)

<b>Application</b>	Asset Manager Web Client
<b>Symptoms</b>	When displaying history detail on a record from the <b>Portfolio Items</b> (amPortfolio) table in the Web client, performance was very slow.
<b>Description</b>	The index used to access the index was not accurate.
<b>Resolution</b>	Introduction of a new parameter in the connection string in amdb.ini.

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## Defect **AM824152935** (Support case **n/a**)

<b>Application</b>	Asset Manager scripting
<b>Symptoms</b>	The <b>DateDiff</b> function did not work properly with large time periods.
<b>Description</b>	N/a

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<b>Resolution</b>	Use the <b>DateDiffEx</b> function instead.
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## Defect [AM99171913](#) (Support case [4602017771](#))

<b>Application</b>	Asset Manager Windows client
<b>Symptoms</b>	The <b>Check definitions of the Web services...</b> (sysCoreWebServiceCheck) wizard generates an error.
<b>Description</b>	When a screen contained a field that uses the <b>AmdbVal</b> function in the condition, defined on the current user ( <code>AmdbVal(CurrentUser.bAdminRight)</code> ), the evaluation of the expression fails and makes the application crash.
<b>Resolution</b>	Avoid using <b>AmdbVal</b> on the current user.

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## Defect [AM92494234](#) (Support case [4601607913](#))

<b>Application</b>	Asset Manager Web client, API
<b>Symptoms</b>	After running a script or wizard that uses the <b>AmQueryCreate</b> function, via the Web client, using several concurrent users, the Asset Manager Web Service crashed.
<b>Description</b>	This is due to a trap in the API DLL, in multi-thread mode.
<b>Resolution</b>	Fixed

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## Enhancements and fixes introduced in version 5.12

The following defects were fixed as part of this release, in addition to those in the previous release:

Defect number: [AM10312535](#)

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
SQL error message when restoring an archived record.	The error message appeared when using a <b>RESTORE FROM AQL</b> clause or a <b>Am-RestoreRecord()</b> BASIC function in a Script type action.records improperly triggered historization.	Historization disabled during Purge operations.

## Defect number: AM103144242

### **Application affected: Asset Manager clients, Asset Manager Application Designer**

Symptoms	Description	Resolution
Maximum record ID range could be reached without prior warning during record creation	When creating new records, Asset Manager computes the ID of the record.  If the maximum ID limit is reached (2 exp (32)), the IDDefrag tool needs to be run on the database to recover unused IDs.	The management of the IDs has been improved: <ul style="list-style-type: none"> <li>■ A warning message is displayed when connecting as Admin if the limit is imminent (50 000 IDs available), to give time to schedule the IDDefrag tool.</li> <li>■ ID checking is triggered in Asset Manager Application Designer.</li> </ul>

## Defect number: AM111916589

### **Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
Web client issues error message after login.	Web Service calls containing an invalid XML character caused the error.	Error messages are now clearer.  If an error occurs when building the XML description, the service description will be logged to help investigation.

## Defect number: AM129205325

### **Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
Some screens were lost during migration.	Some screens were lost during migration because they were not repaired correctly by the migration process.	Fixed

Defect number: AM12921317

**Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
Shared views were not migrated properly in some cases.	Shared views were not migrated properly when the custom view had serialization flaws with the view filter.	Migration of shared views now works for non-admin users.

Defect number: AM1218174134

**Application affected: Asset Manager Application Designer  
Asset Manager Windows client**

Symptoms	Description	Resolution
Asset Manager displayed empty error messages at the end of a migration.	The empty error messages were actually warnings and not errors. Asset Manager tried to display them as errors losing their text content.	Unnecessary messages no longer displayed

Defect number: AM12214144

**Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
<p>During migration the following error message was displayed:</p> <p>ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]Invalid column name 'lPorTfolioItemId'. SQLState: S0022</p>	<p>This message was caused by an error in some of the migration.xml files located in the &lt;Asset Manager installation folder&gt;\migration folder.</p>	<p>migration.xml was fixed</p>

Defect number: AM46185111

**Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
<p>The following error was generated during database migration using the <b>Migration/Export application data</b> of Asset Manager Script Analyzer</p> <p>(0) Error: The attribute's qlname' is mandatory for the element 'Field'."</p>	<p>The &lt;Asset Manager installation folder&gt;\migration\From503\migration.xml file was corrupted.</p>	<p>Fixed</p>

Defect number: AM48124235

**Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
<p>The following SQL error could cause the migration process to fail in some situations:</p> <p>ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server] 'WOPFI_lPortfolioIt ' is not a constraint.</p> <p>ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server] Could not drop constraint.</p>	<p>Errors occurred when migrating the database following a database structure export using migration.xml from a Asset Manager 5.03 database, like in the <b>AM46185111</b> defect.</p> <p>Migration could fail due to a "Drop Constraint" on a non existing constraint while this "Drop constraint" is triggered "just in case".</p>	<p>This error no longer stops the migration</p>

Defect number: [AM112115354](#)

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
<p>The graphics of the workflow instance contained box characters instead of Japanese characters.</p>	<p>Only the Arial font was used for the workflow graphics.</p>	<p>Fixed</p>

Defect number: [AM64171136](#)

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
<p>Using the <b>Tools/ Views/ Modify current view...</b> menu failed to save filter modifications.</p>	<p>Manual modifications to a query filter on a view were not recorded.</p>	<p>Fixed</p>

Defect number: [AM12810393](#)

**Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
<b>Actions/ Integrate a customization...</b> does not integrate screens.	The <b>Actions/ Integrate a customization...</b> menu did not integrate added or customized screens.	Fixed

Defect number: AM1211195156

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
A GPF occurred when displaying archived records.	A GPF occurred when displaying archived records from within archive screens under certain conditions.	Fixed

Defect number: AM1119163513

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Queries on "link" type features did not work properly.	Queries on "link" type features did not work properly did not get a correct result because the SQL generated did not manage the LEFT OUTER JOIN correctly in this case.	Fixed

Defect number: AM1218114025

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
<p>The <b>sysCoreIsValidPort</b> wizard may trigger the following error:</p> <p>No license rights available for action 'sysCoreIsValidPort'.</p>	<p>The <b>sysCoreIsValidPort</b> action was mistakenly associated to the <b>Cable</b> functional domain, for which a <b>Cable and Circuit</b> module license was required.</p>	<p><b>sysCoreIsValidPort</b> is now linked to the <b>IT</b> functional domain. <b>Cable and Circuit</b> license is no longer required for this action as well as for its sibling actions: sysCoreIsValidPortM, sysCoreIsValidPort-Message, sysCoreIsValidPort-Modif.</p>

Defect number: AM1612427

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
<p>The <b>Tools/ Change password...</b> screen allowed users to reuse the current password.</p>	<p>Even when the <b>Administration/ Database options/ Use password historization</b> option was set, the <b>Tools/ Change password...</b> screen allowed a user to reuse his current password.</p>	<p>Fixed</p>

Defect number: AM1117174054

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
<p>A very simple Wizard could generate errors in the Web Client.</p>	<p>A Wizard with missing "Image" and "Image16" properties did not work on Asset Manager Web client (this is the image displayed on the left part of the wizard pages).</p>	<p>Fixed</p>

Defect number: AM16125126

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
When running <b>sysCoreView-toScreen</b> wizard, it was impossible to select a functional domain when the database contained more than 100 <b>am-FuncDomain</b> records.	On the <b>sysCoreView-toScreen</b> wizard, the FuncDomain comboedit control was limited to 100 records.	Fixed

Defect number: AM115114125

**Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
A GPF occurred when doing a "View" on check/repair time.	Doing a "check and repair" on shared views, could lead to an application GPF (or divide by 0 exception).	Fixed

Defect number: AM113162011

**Application affected:**

Symptoms	Description	Resolution
A duplicate operation on the <b>Computers</b> (amComputer) screen could create two more computers.	Depending on how the <b>Computers</b> (amComputer) screen is customized, a duplicate operation could lead to data corruption.	Fixed

Defect number: AM12631243

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Integrated NT security (SSO) did not work anymore.	The sysCoreDomainUser wizard was no longer able to correctly initialize Asset Manager users with NT security (SID).	Fixed

Defect number: AM114161638

**Application affected: Asset Manager Windows client**



Symptoms	Description	Resolution
SMTP emails sent by Asset Manager had an empty double quote email address name.	SMTP emails sent by Asset Manager had an empty double quote email address name (e.g. To:"" <JDoe@acme.com>). This caused Lotus Notes 8.0.2 to display an empty "To" mail header.	Fixed

## Defect number: AM12713625

### Application affected: Asset Manager ODBC Driver

Symptoms	Description	Resolution
The Asset Manager ODBC driver (ADBC) was unable to connect using SSL.	The Asset Manager ODBC driver (ADBC) could fail to connect using SSL because it could not find <code>oldap.dll</code> and silently switched to the Netscape LDAP dll.	More explicit error messages are generated when and LDAP dll is unsuccessfully loaded. This will help users to put <code>oldap.dll</code> in the path or add the dll section in the <code>adbc.ini</code> configuration file.

## Defect number: AM23142232

### Application affected: Asset Manager Web client

Symptoms	Description	Resolution
Errors occurred when Websphere was installed in a directory containing spaces:  "compiler E Compiler Initialization Error java.util.zip.ZipException: Bad file descriptor C:\Program Files\IBM\WebSphere\AppServer\profiles\AppSrv01\installedApps\DDMG02Cell01\AssetManager.ear\AssetManager.war\WEB-INF\lib\acegi-security-1.0.4.jar"	When Websphere was installed in a directory whose name contained spaces, Asset Manager Web Service did not work properly.	A patch has been applied to the WAR.

## Defect number: AM122151827

### Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
When duplicating a contract, both Comment and Conditions memos were populated with the same data.	When duplicating a contract, content of the "Comment" was copied to fields of type Memo in the duplicated record.	Fixed

Defect number: AM18183142

**Application affected: Asset Manager Automated Process Manager**

Symptoms	Description	Resolution
The amActionPrintTo function did not work in Asset Manager Automated Process Manager.	An amActionPrintTo function call embedded in a Workflow run by Asset Manager Automated Process Manager resulted in an execution failure.	Fixed

Defect number: AM115164024

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
The following error occurred when trying to use SAP Crystal Reports:  "Crystal error: Buffer too small for string or missing null byte. ('Line 1 of script 'Import a report' of table 'Reports (amReport)')"	SAP Crystal Reports could not be used in Asset Manager Windows client.	Fixed

Defect number: AM2135313

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Rounding of negative values by the DBEDIT Control on a wizard did not work correctly.	When initializing a Wizard DBEDIT control with some value (e.g.-41,16000001), it was automatically rounded to the upper value (e.g.-41,17).	Fixed

Defect number: AM29221119

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
The Procurement "Order" Wizard could generate 1 or 2 Purchase Orders.	Using the "Order" wizard could create different orders for different request lines for default catalog providers have partially overlapping names e.g. "HP" and "HP B2B".	Fixed

Defect number: AM115153115

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Error when changing Portfolio Item assignment:  "(-53) Error executing action from activity 'Delete location links' in workflow 'Delete links between the portfolio items and the location'."	When changing Portfolio Item assignment and a workflow is triggered to perform write operations to the database, the workflow failed to operate for users without Admin rights.	Fixed

Defect number: AM33175059

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
In Asset Manager Procurement, when receiving an ordered Asset, reservations disappeared.	Reservations were unduly deleted when the reserved Asset was received into stock.	Fixed

Defect number: AM227141942

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
"The definition of the ... screen does not exist in this database" Creating a shared view generated an error	Creating a shared view "from the current window" did not work when the opened window was a shared view itself.	"Create a shared view from the current window" function is now removed from Asset Manager Windows client.  To make a public view, use "Create a view from the current window" and uncheck the "Private" checkbox when entering the new view details in amViewDef screen.  To expose a view as an Asset Manager Web screen, use Asset Manager Application Designer new menu "Action/Generate Screens Using Views".

Defect number: AM31114341

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Archival generated wrong queries in certain situations. e.g. with an Oracle Server:  "Oracle error: ORA-00928: missing SELECT keyword ('L ine 14 of script ''aaa' of table 'amContract (Contract s)'')"	Archival could generate wrong queries on table with many links e.g. <b>Contracts</b> (amContract).	Fixed

Defect number: AM31616275

**Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
Performance issue while performing enablement of unicode fields	When performing a unicode enablement with Asset Manager Application Designer on fields from a large database, all the indexes on the tables that were renamed to old were destroyed. This caused a huge performance issue.	Indexes are now regenerated on the renamed table before reading records from them.

Defect number: AM310184734

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
An error occurred when creating a custom view:  "(error (-2000) This table cannot be consulted)"	In some customized databases, Rights to the <b>Views</b> (am-ViewDef) table could not be enabled leading to error when trying to create a private view.	Fixed

Defect number: AM316192254

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
A GPF was caused by a Wizard containing a QueryEditor control	Running a Wizard containing a QueryEditor control caused an application GPF.	Fixed

Defect number: AM312101912

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
Performances issues occurred when opening the <b>Portfolio</b> (amPortfolio) screen when many shared views with filters are in the database.	When opening the Portfolio screen in the Web client, all the available contextual filters were loaded.	Filters dedicated to screens created from views (Shared Views) are no longer added to the list of contextual filters.

Defect number: AM9917245

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Stock rules calculation was not accurate.	On the <b>Stock rules</b> (amStock-Rule) screen the "Quantity of requests in progress" query calculator under 'Stock Stock.Name'; and 'All stocks' counts all qualifying Request lines.  The involved queries did not take into account the fact that the request could be satisfied or that quantities may have been received.	Fixed

Defect number: AM310165021

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
<p>Calculated fields on customized screens could lead to the following Java error:</p> <pre>"com.hp.ov.ac.wsclient.WebServiceException: java.lang.ClassCastException type 'ACDouble' unknown. Defect Description: On 'Stock rules (amStockRule)' "</pre>	<p>Using a calculated field on a customized screen could lead to Java error when the type of the calculated field is integer.</p>	<p>Fixed</p>

Defect number: AM31615286

**Application affected: Asset Manager clients**

Symptoms	Description	Resolution
<p>Asset TCO was wrongly calculated.</p>	<p>TCO was wrongly calculated on assets with subcomponents.</p>	<p>The TCO Library (DATASYS) was fixed to correctly handle subcomponents.</p>

Defect number: AM31612810

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
<p>An error occurred when using SAM sysOVCMGeneric Wizard:</p> <pre>"Error while parsing string: Line 35 has several values. Error occurred while analyzing the value of wizard property 'property 'Values' of node 'Oper. System'".</pre>	<p>The error was triggered by the <b>Add or Remove software to/from computers</b> option on the SAM sysOVCMGeneric wizard.</p>	<p>Fixed</p>

Defect number: AM10242017

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
It was possible to connect to a database with an offset of more than 5 minutes with the server.	When Asset Manager database was set with time zones option, an offset of more than 5 minutes with the server did not prevent connection. It only triggered a warning message.	Fixed

Defect number: AM42163932

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
Link auto complete was triggered too soon.	The value set in the <b>Linked-it.autocompletion.delay</b> parameter in web.xml was not used for the first typed character. This caused immediate auto completion operations sending unnecessary queries to the database.	To respect the delay at all times, auto completion is now delayed on the first key stroke, even when there is no value in the field.

Defect number: AM3171413

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
Timezone settings provided in Asset Manager datasys were not accurate for Argentina.	Daylight Saving Time settings were not updated with the last accurate Argentina settings.	The datasys is now updated with accurate timezones and DST.

Defect number: AM47191014

**Application affected: Asset Manager Application Designer**



Symptoms	Description	Resolution
A GPF occurred when dealing with Views whose context table name contained an underscore.	When using Asset Manager Application Designer to create a screen, a GPF could be triggered when the private view context is a custom table whose name contains an underscore e.g. "amCF_SoftLic".	Although the underscore is still not supported in table names in Asset Manager databases, the current patch will prevent GPFs.

## Defect number: AM4381936

### **Application affected: Asset Manager Application Designer Asset Manager Windows client**

Symptoms	Description	Resolution
A migrated database could contain screens with corrupted page lists, triggering errors at connection time:  :"The insertion index of page 'pgBiosProcessor' exceeds possible insertion indices for screen 'AT__HW_Inventory/Views'. Intermediate pages have been deleted."	When connecting to a migrated database which contained many shared views, non-critical error messages were displayed.	The migration process was enhanced to handle the situation, and the error messages will no longer be triggered. Thus a previously migrated database may be used as is without remigrating it.

## Defect number: AM43102917

### **Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Executed work orders had status set to "Scheduled" instead of "Notified".	When requesting a Work Order, then executing the request, the newly created Work Order was given the status "Scheduled" instead of "Notified". This was caused by an error in default value for "am-WorkOrder:dtSchedFixStart" field.	The Asset Manager database now contains the correct default value script for "am-WorkOrder:dtSchedFixStart" field. An existing database may be modified manually to get the correct behavior.

## Defect number: AM4317147

### **Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
The <b>Modified on</b> (dtLastModif) field on Workflows could contain an earlier timestamp than the creation date (dtStart) field.	Many date fields had a default value script "RetVal = AmDate()". Since, dtLastModif is set using "SELECT GetDate()" SQL function, this could lead to a slight gap because SQL function returns the database server TimeStamp, while AmDate() Basic function returns a value based on the local machine clock.	The new database description will contain the modified default value scripts: "RetVal =amDbGetDate("SELECT GetDate()")".

Defect number: AM421172520

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Asset Manager 5.10 introduced losses in Shared Views features.	Version 5.10 Shared Views were no longer based on the <b>Views</b> (amViewDef) table because this table is not usable by the Asset Manager Web client to display shared views. This caused the following list of features losses: <ul style="list-style-type: none"> <li>■ Cannot create a view being non Admin.</li> <li>■ Cannot perform access restrictions on shared views.</li> <li>■ Cannot store all column sizes.</li> </ul>	The legacy Shared Views based on amViewDef are now reintroduced in Asset Manager 5.12. However, legacy views can still be used to create screens usable by Asset Manager Web Client. This can be done through Asset Manager Windows client (AmViewDef screen), or Asset Manager Application Designer using the <b>Action/ Generate Screens using Views</b> menu item.

Defect number: AM428162543

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
<p>Saving a modification to the <b>Portfolio</b> (amPortfolio) screen could trigger an error in a database with customized workflows:</p> <pre>"Duplicate definition: 'SrcT_244_104_22_0'. ('Line 14 of script 'Workflow agent' of table 'Portfolio items (amPortfolio)''')</pre>	<p>When a workflow was triggered and this workflow involved a script action, it could lead to a corruption in the Asset Manager Basic engine compiler.</p>	<p>Fixed</p>

Defect number: [AM424154549](#)

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
<p>When Feature fields were added to the main list in a screen, an SQL error could occur when opening the screen:</p> <pre>"ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]The correlation name 'F40' is specified multiple times in a FROM clause . SQLState: 37000"</pre>	<p>When using features of type "Link" and adding such feature as one of the columns of a screen main list, opening the screen could cause badly formatted SQL to be sent to the database server, thus generating an error.</p>	<p>Fixed</p>

Defect number: [AM410191237](#)

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
<p>Trying to delete workflow instance displayed in tab form triggers error:</p> <pre>"Link 'WfScheme' unknown in 'WfScheme' (table 'Workflow instances (amWfInstance)') (-53) String 'WfScheme.Name' / \"Ref' is not a valid field description in the current context"</pre>	<p>In a workflow tab, when workflow instances are displayed in tab form, deleting an instance using the <b>delete link</b> contextual menu option did not work.</p>	<p>Fixed</p>

## Defect number: AM429163447

### Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
<p>During the procurement reception process silent rollback of created records could occur, triggering the following error:</p> <pre>"(-2003) Unable to read a record. Possible causes are:\n- you don't have the necessary user rights,\n- the record has been deleted,\n- the database is incorrect (broken link).\nYou can try updating with the REFRESH command (F5)."</pre>	<p>A customized database with complex Basic scripts defined for "Irrelevant", "Default value" etc. could cause the procurement reception process to fail due to silent rollbacks when these scripts failed because of ERR_NODATA silent errors.</p>	<p>Fixed</p>

## Defect number: AM62618218

### Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
Using Asset Manager Application Designer to customize or migrate a database which is archival-enabled could generate a wrong (smart database upgrade) SDU plan.	SDU plan could contain too many conflict detections when customizing or migrating a database with archival enabled.	Fixed

Defect number: [AM42317235](#)

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
When trying to associate Portfolio items with a work order, not all the portfolio items show up in the list as expected.	This was because the sysFilter used was "OverflowTbl<>'am-SoftInstall'" instead of "seOverflowTbl<>3. This excluded items with NULL OverflowTbl.	Fixed

Defect number: [AM513125910](#)

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Canceling update could cause record deletion.	When modifying a field on the <b>Assets</b> (amAsset) screen, clicking <b>Cancel</b> could lead to deletion of related Portfolio and Computer overflow records.	Fixed

Defect number: [AM57143210](#)

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Certain SAP Crystal Reports report could not be previewed.	When a report contained no SQL query (so it did not need any connection to Asset Manager database), Asset Manager failed to analyze it and refused to launch SAP Crystal Reports preview on this report. Although such a report has little business interest, it will now be processed.	Fixed

Defect number: AM31714301

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
When changing a value in the <b>Name</b> (Name) field of a <b>Model</b> (amModel) from one in half-width Kana to whole-width Kana, the following constraint error is generated:  "Cannot insert duplicate key row in object 'amModel' with unique index 'Model_FullName'. SQLState: 23000"	Hierarchic tables management did not work well with UNICODE languages.	Fixed

Defect number: AM51595847

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
The procurement reception process could fail with error:  "Index error: A record in table 'Portfolio items (amPortfolio)' with the value '' for field 'Full name (FullName)' already exists in the database."	On some customized databases, the procurement reception process could fail with a duplication error.	Fixed

## Defect number: AM31214315

### Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Running a database Repair on the Asset Manager 5.11 database could wipe out entitlements in amRelEntitlPortf.	AmEntitlement:Assets and AmEntitlement:PortfolioItems links which point to the same amReEntitlPortf relation table are redundant.	The repair tool will now take this into account.

## Defect number: AM422142958

### Application affected: Asset Manager Windows client

Symptoms	Description	Resolution
Denormalizations could prevent updating records with error:  "[SQL Server]Only one expression can be specified in the select list when the subquery is not introduced with EXISTS. SQLState: 37000"	When denormalizing a link.link distant field which was already denormalized in the first link part target table (cascade denormalization), the SQL generated to synchronize the denormalized data was badly formatted.	Fixed

## Defect number: AM46102040

### Application affected: Asset Manager Application Designer

Symptoms	Description	Resolution
Using Asset Manager Application Designer to make a table hierarchical ends with error:  "ODBC error: [Microsoft][ODBC SQL Server Driver][SQL Server]CREATE UNIQUE INDEX terminated because a duplicate key was found for index ID 11. Most significant primary key is '<NULL>'. SQLState: 23000"	Using Asset Manager Application Designer, it was not possible to successfully customize a table to make it Hierarchical.	Fixed

Defect number: [AM42418384](#)

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Procurement Request Wizard (sysProcRequestGenPOrder) did not check end validity catalog dates.	The Procurement Request Wizard (sysProcRequestGenPOrder) did not check end validity catalog dates causing silent failure to create a purchase order unless a valid catalog is selected manually through the "Choose from a catalogue or a supplier" wizard path.	Fixed

Defect number: [AM428162445](#)

**Application affected: Asset Manager Windows client**



Symptoms	Description	Resolution
The Asset Manager license creation wizard (sysSamCreateLicpfic) did not take into account an <b>Asset tag</b> (AssetTag) default value.	When creating a license using the wizard sysSamCreateLicpfic, the <b>Asset tag</b> (AssetTag) field was set to mandatory, without taking the default value into account. Usually, the <b>Asset tag</b> is decided by a default value.	Fixed

Defect number: AM6518115

**Application affected: Asset Manager Application Designer**

Symptoms	Description	Resolution
An error occurred on API amIsScreenSet when checking the database:  "(-53) Sub or function 'amIsScreenSet' not defined. ('Line 10 of script 'Validity' of table 'User roles (amMasterProfile)'')"	When running a Check and Repair with the "Check Validity of records" checked, a validity script containing a call to amIsScreenSet() caused an error.	Fixed

Defect number: N/A (generic enhancement)

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
N/A	Support of jre 1.6 has been validated	N/A

Defect number: AM612122220

**Application affected: Asset Manager clients**

Symptoms	Description	Resolution
Timezones for northern and southern hemisphere were not treated differently.	The timezone algorithm did not deal correctly with hemisphere and seasonal daytime savings offsets.	Time offsets are now correctly applied.

Defect number: AM716151241

**Application affected: Asset Manager Japanese Web client**

Symptoms	Description	Resolution
Users could not login with kanji login ids.	Users could not login with kanji login ids as character set not fully supported.	Web Tier and Web Service now supported out of the box on any platform using utf.

Defect number: AM211145547

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
New FloatingPoint fields did not display in lists.	The FloatingPoint number type was not supported in fields added to lists, thus when created these fields did not display.	Fixed

Defect number: N/A

**Application affected: Asset Manager clients**

Symptoms	Description	Resolution
The <b>Project TCO</b> field did not work correctly.	The <b>Project TCO</b> (sysCoreProjectTCO) calculated field on the Projects (amProject) detail did not work correctly.	The currency is now displayed by the field.

Defect number: AM525185718

**Application affected: Asset Manager Web client**

Symptoms	Description	Resolution
Column titles in shared views did not reflect title customization when displayed in the Web client	Creating a private view based on an opened screen where the main list column labels were customized. Then creating a screen using this view. Then opening this screen (shared view) in AM Web client. Customized labels did not appear or were misplaced.	Fixed

Defect number: AM52811427

**Application affected: Asset Manager clients**

Symptoms	Description	Resolution
Asset Model not propagated during Asset Model Change update	When modifying the model link of an Asset, the model link of the related Portfolio Item was not always synchronized.	Fixed

Defect number: AM52892832

**Application affected: Asset Manager Windows client**

Symptoms	Description	Resolution
Once a "mandatory field cannot be empty" error is displayed, the new record cannot be created even after having filled the missing field properly	With some complex customized screens, "mandatory field cannot be empty" error can definitively prevent the creation even when a second creation attempt is done after having filled the missing data.	Fixed

## Enhancements and fixes introduced in version 5.11

The following defects were fixed as part of this release, in addition to those in the previous release:

Defect number	Component that's involved	Description
AM311112325	Asset Manager clients	If a <b>Role used at connection</b> was removed from a given employee and that role was previously defined as its default role at login, the user could still connect with that role.
AM101105157	Asset Manager Application Designer	When creating a new page, the values of the <b>List of fields</b> field in the <b>Contents</b> tab, and of the <b>Label</b> and <b>Domain</b> fields were lost after saving and re-opening the database.
AM4410467	Asset Manager clients	An error occurred when duplicating an existing Employee record and saving with it under a new name.
AM52715623	Asset Manager Application Designer	When editing the property of a field associated with a page ( <b>Contents</b> tab), using Asset Manager Application Designer, the field was then duplicated in the list of fields associated with that page.
AM529153114	Asset Manager clients	General Protection Fault occurred when executing a filter that contains an Alias in a <b>DBQUERYBOX</b> control of a wizard.
AM6217551	Asset Manager Application Designer	When changing the order of pages on the <b>Pages</b> tab of a screen, using Asset Manager Application Designer, the new order was lost after pressing <b>Modify</b> .
AM722162818	Asset Manager clients	An error occurred when executing the QBE (Query By Example) wizard at the opening of a list if the QBE makes use of an itemized list having more than 100 records.
AM72162919	Asset Manager Web client	Drilldown was not available from the statistics displayed with the <b>Stat.</b> drop-down list for a link or field from any list.
AM52714153	Asset Manager Web client	When displaying graphs based on Statistics in the Web client, colors appeared slightly paler than in the corresponding series key.
AM425204929	Asset Manager Web client	On the <b>Portfolio management/ Portfolio items</b> screen, a user without rights to modify records saw the <b>Modify</b> button enabled.
AM85141433	Asset Manager Web client	Chart size could not be redefined by the user as it was hard-wired in the code. These can now be defined in web.xml for each kind of chart (statistics, dashboards, business home pages and wizards).
AM91114351	Asset Manager Web client	In the <b>Create a software license management counter...</b> wizard ( <b>Portfolio management/ IT/ Software Asset Management/ Create a software license management counter...</b> link on the navigation bar), the <b>Select a counter template</b> page only displayed the first 13 records.

Defect number	Component that's involved	Description
AM1031115938	Asset Manager Windows client	A shared view could appear several times in the navigation bar.
AM102717048	Asset Manager Application Designer	The creation of the Asset Manager database failed on Oracle if the <b>Database/ Use Unicode text fields</b> menu option was used.
AM8209229	Asset Manager clients	Currency amounts were improperly rounded.
AM102318243	Asset Manager Windows client	Screens that were associated with more than one screen set were displayed in the widget that controls functional rights ( <b>Administration/ Rights/ Functional rights</b> navigation bar link) as being linked to only a single screen set.
AM526161510	Asset Manager clients	When adding a portfolio item to an employee, the portfolio item was not associated to this employee if the list was configured to be displayed in tab-form ( <b>Portfolio</b> tab of an employee).
AM10171859	Asset Manager Windows client	The Asset Manager Windows client froze when displaying features ( <b>Features</b> tab of a record).
AM107182715	Asset Manager Application Designer	It was impossible to create two screens on a given table in different screen sets with the same SQL name. The first screen was lost when saving the modification after creating the second screen.
AM52155558	Asset Manager clients	Column widths were not saved when modifying a view.
AM9241174	Asset Manager Application Designer	Triggers were not created when creating an Asset Manager database on Oracle on a UNIX platform.
AM918195134	Asset Manager clients	The <b>Create the items in the request...</b> (sysProcRequestExecuteAll) wizard did not properly handle partial receives.
AM88184415	Asset Manager clients	A workflow with a <b>Pre-Update</b> activation condition on the <b>Asset Tag</b> (AssetTag) field in the <b>Assets</b> (amAsset) table was triggered when creating a new Portfolio item (it should only have been triggered when modifying an existing Portfolio item).
AM99183527	Asset Manager clients	Error message when several Portfolio items are selected and their <b>Assignment</b> (seAssignment) is updated to <b>In stock</b> and the Stock field is filled.

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## Enhancements and fixes introduced in version 5.10

The following defects were fixed as part of this release:

Defect number	Component that's involved	Description
AM36181218	Asset Manager Application Designer	A general protection fault (GPF) occurred when denormalizing one of the <b>Portfolio.Computer</b> link's fields from the <b>amAsset</b> table.
AM54152032	Asset Manager clients	Improvement of the <b>Domain user...</b> (sysCoreDomainUser) wizard that was triggered by the <b>NT user</b> button on the employee detail pages. This improvement has resolved performance issues.
AM29162248	Asset Manager Web client	The last page of the assets list could not be correctly accessed via Oracle 10.
AM5216510	Asset Manager Application Designer	General protection fault when tagging Web services after migrating custom monetary fields.
AM91793412	Asset Manager Web client	The selection list of portfolio items to reserve from a purchase request was empty.
AM92084250	Asset Manager Web client	When creating elements of a purchase request awaiting receipt, the work order request lines were not correctly associated with the work orders that were created.
AM712183357	Asset Manager clients	The label and description of the <b>dRetire</b> field in the <b>amAsset</b> table were incorrect in English and Italian.
AM626212013	Asset Manager clients	Improved user-friendliness of the <b>Manage software</b> (sysSamLauncher) wizard.
AM22019103	Asset Manager clients	Added a filter to the stock selection page in the <b>Add an item from stock...</b> (sysCoreAddFromStToPi) and <b>Use item from stock" - SQL name</b> (sysCoreAddFromStToWo) wizards.
AM2293951	Asset Manager clients	When a rent's distribution method was <b>Prorate and distribute payments to a selection of assets</b> , the currency associated with the <b>mPayment</b> and <b>mValue</b> fields was not correctly initialized.
AM21420354	Asset Manager Windows client	In the detail of the records, the fields over two columns were not aligned correctly.
AM1018201131	Asset Manager clients	The <b>Code</b> field was missing from the <b>amPhysicalDrive</b> table.
AM103144121	Asset Manager clients	The label for the <b>amPhoneFeatTemplate</b> table exceeded the maximum authorized length.
AM1516313	Asset Manager clients	When a <b>LastModifier</b> link was added to the <b>amComment</b> table, the data was corrupted when updating comments that were part of a multiple selection.
AM24134721	Asset Manager clients	The label of a workflow activity's <b>Assignee</b> link was incorrect. The link referenced the <b>amWfOrgRole</b> table instead of the <b>amEmplDept</b> table. It has been renamed to <b>Person or group</b> .

Defect number	Component that's involved	Description
AM73121810	Asset Manager clients	The <b>Nature</b> link is now displayed in the list of models.
AM811155326	Asset Manager Web client	Could not connect to the Web service's version tagged as <b>Head</b> if a page was deleted from a screen.
AM814174726	Asset Manager Web client	When an employee was selected in the <b>Divide a batch...</b> (sysSplitAssignment) wizard, the <b>Location</b> link needed to be populated with the location of the previously selected employee.
AM95161811	Asset Manager clients	The list of workflow instances that are displayed on the <b>Workflow</b> tab is now sorted by default using their creation date.  The list of elementary tasks that are associated with a workflow instance are now sorted by default using their creation date.
AM912115012	Asset Manager Web client	An empty <b>Workflow</b> node was displayed in the navigation bar when a guest type user connected.
AM112220955	Asset Manager Web client	The list of portfolio items to upgrade in the <b>Upgrade IT equipment...</b> (eUpgrade) wizard continued to remain empty.
AM4419151	Asset Manager clients	If the definitive model associated with an inventoried model was modified, the change was not propagated to the portfolio items that had already been associated with the previous definitive model.
AM118144433	Asset Manager clients	The <b>MrMrs</b> and <b>Title</b> fields appeared with the same label in the <b>Create a software contract...</b> (sysSamCreateSoftContract) wizard.
AM726163359	Asset Manager Windows client	The <b>Create a software contract...</b> (sysSamCreateSoftContract) wizard's <b>Contract documentation and notes</b> page has been made more explicit.  It is now clearly indicated which list lets users add documents and which list lets them delete them.
AM44175327	Asset Manager clients	The list of inventoried models in the <b>Normalize inventoried models...</b> (sysSamNormalizeModels) wizard now provides a filter that lets users select only newly inventoried software installation models.
AM651348	Asset Manager Windows client	An error message was displayed when the <b>Go to</b> shortcut menu was used for the list of assets sorted by model.
AM726193249	Asset Manager clients	When a purchase request was created and the user selected the option to add it to an existing request having the same model, a superfluous empty purchase order was generated.
AM62222912	Asset Manager clients	Improved user-friendliness of the <b>Create a request from a standard request...</b> (sysProcRequestAddTemplatenc) wizard.

Defect number	Component that's involved	Description
AM91791831	Asset Manager clients	The same portfolio item could be reserved several times in a purchase request.
AM126155446	Asset Manager clients	An error occurred when adding a portfolio item in stock from an employee's detail if the <b>dAssignment</b> field was not populated.
AM72817249	Asset Manager clients	In some instances, attaching a demonstration database running on MSSQL 2005 failed during the Asset Manager installation procedure.
AM11149269	Asset Manager Application Designer	Error related to records in the amFuncDomain table when migrating an Asset Manager 4.4.2 database.
AM811145213	Asset Manager clients	The <b>Finish</b> button of the <b>Read messages</b> (sysCore-ReadMsg) wizard displayed the next message instead of exiting the wizard.
AM831141450	Asset Manager clients	The total cost of ownership (TCO) of a business service did not correctly take into account the value of the <b>seFinImpactCalc</b> field in the <b>amCRType</b> table.
AM921151458	Asset Manager clients	Performance issue linked to the total cost of ownership calculation (TCO) when displaying a model associated with numerous portfolio items.
AM42417114	Asset Manager Windows client	The <b>Add this column to the list</b> shortcut menu did not work.
AM126174110	Asset Manager Web client	In the assets detail, the <b>Acquis.</b> tab had two <b>Procurement</b> sections.
AM1125195128	Asset Manager clients	In the detail of an expense line, the <b>WorkOrder</b> link was not enabled when the value of the <b>sePurpose</b> field was <b>Internal labor (Work order)</b> .
AM31215344	Asset Manager Windows client	Error displaying the detail of a data source from a connection detail ( <b>File/ Manage connections</b> menu).
AM919195012	Asset Manager Application Designer	All system screens and filters were not always checked when the database was saved.
AM1220142019	Asset Manager Application Designer	When modifying the <b>Irrelevance</b> script associated with a link, the <b>Mandatory</b> column in the list of link properties was updated instead of the <b>Irrelevance</b> field.
AM28114230	Asset Manager Application Designer	Changes made to the description of tables were not saved when the database was saved.
AM1212192050	Asset Manager Application Designer	An error message appeared when executing the <b>Check the full names and the hierarchic levels</b> diagnostic tool ( <b>Action/ Diagnostics/ Repair database...</b> ).
AM73154936	Asset Manager clients	Access restriction's <b>OR</b> clauses were interpreted as <b>AND</b> clauses when access restrictions were applied.



Defect number	Component that's involved	Description
AM228152540	Asset Manager clients	When the <b>AdbLog/ Explain Plan (Edit/ Options)</b> option was enabled for an Oracle database, error messages were generated.
AM912201128	Asset Manager Web client	In some instances, using <b>DBQueryBox</b> control types could cause performance issues.
AM31814567	Asset Manager Web client	The default value of the <b>AssetTag</b> and <b>SerialNo</b> fields was re-applied when an asset was displayed.
AM614175932	Asset Manager clients	Error executing the <b>Create a software license management counter...</b> (sysSamCreateSoftwareCounter) wizard when <b>Per named workstation</b> license types were used.
AM423154744	Asset Manager clients	Two portfolio items were created when a portfolio item associated with the <b>Software installations or utilizations (amSoftInstall)</b> type nature was created.
AM126155449	Asset Manager Windows client	After migrating a database, the portfolio item's <b>Model</b> link contained no value.
AM54113320	Asset Manager Web client	When a filter was applied to a given screen's list, the filter was automatically applied to all of the screens that displayed the list.
AM51718558	Asset Manager Web client	No progress bar was displayed when time was need to display a screen or wizard.
AM62221491	Asset Manager Web client	List items that were displayed in a wizard were not counted correctly when a column was sorted.
AM71215574	Asset Manager Web client	After selecting a favorite in the navigation bar and then navigating to other screens, clicking the <b>Refresh</b> button caused the user to return to the favorite instead of refreshing the current page.
AM721163149	Asset Manager Web client	Icons used to display the contents of a link and to delete a link were displayed even for users who did not have sufficient read/write rights for the link.
AM8815416	Asset Manager Web client	The filter applied to a list was not saved with the favorite associated with a statistic that was created for this list.
AM823212954	Asset Manager Web client	Check boxes in the software counter details were not correctly aligned.
AM828154849	Asset Manager Web client	The size and name of files associated with a document were not correctly refreshed when the file was modified.
AM95154958	Asset Manager Web client	The identifier for images appeared on the <b>Photo</b> tab.
AM9516736	Asset Manager Web client	Items that were previously selected in a selection screen remained selected when the selection screen was displayed subsequent times.

Defect number	Component that's involved	Description
AM57141622	Asset Manager Web client	After exporting a list to Excel, the hourglass remained displayed until the page was refreshed ( <b>F5</b> button).
AM1012163139	Asset Manager Web client	The disconnection icon could not be accessed via the keyboard's tab key.
AM31311916	Asset Manager Application Designer	Error message when migrating a database when field sizes had been modified.
AM1122144633	Asset Manager Windows client	Query-based statistics were displayed using the query's name instead of the statistic's name.
AM619114230	Asset Manager clients	Large reports were not properly migrated.
AM69135926	Asset Manager Windows client	<p>It was not possible to control display of list buttons such as <b>New</b>, <b>Duplicate</b> and <b>Delete</b>. These sometimes appeared below the list instead of beside it. This can now be specified in Asset Manager Application Designer:</p> <ol style="list-style-type: none"> <li>1 Display the table from which the list is drawn.</li> <li>2 Display the list of screens for the table.</li> <li>3 Select the screen on which the list appears.</li> <li>4 (Un-)check the <b>Buttons are horizontal on screen bottom</b> box.</li> </ol>
AM65225313	Asset Manager clients	System itemized lists were historized using the value stored in the database (which is a number), with no option to use the corresponding label.
AM62615184	Asset Manager clients	When selecting the <b>Documents</b> tab of a contract, content of large document files was preloaded too early.
AM3617056	Asset Manager clients	<p>In a wizard, chaining of a private wizard action was not possible except for the action's owner (author). Thus users could not chain (execute) a "hidden" wizard from an available wizard.</p> <p><b>Note:</b></p> <p>A private action is an action for which the <b>Not shared</b> (bPrivate) checkbox is checked. It is hidden if you are its owner (author).</p>
AM55174126	Asset Manager clients	History lines were not properly recovered when un-archiving a record.
AM7314147	Asset Manager clients	When executing a join query, MSSQL Server did not correctly manage denormalized paths, leading to error messages.
AM6271690	Asset Manager clients	Incorrect query results were returned by MSSQL Server when performing a query using <b>CurrentUser</b> and an <b>OR</b> statement with a distant field.

Defect number	Component that's involved	Description
AM730183237	Asset Manager clients	<b>Breakdown</b> was incorrectly translated in Korean.
AM79132640	Asset Manager clients	Incorrect query results were returned when converting <b>0.0000</b> values from denormalized fields of type varchar, due to incorrect datatype conversion.
AM423184416	Asset Manager clients	When creating several portfolio items in series, the <b>Sys. Update</b> button was displayed erroneously.
AM522115057	Asset Manager clients	When modifying a distant field, it was not possible to update more than 100 records selected from a list with Shift + mouse.
AM85141433	Asset Manager Web client	It was not possible to configure the size of a chart in the Web client.
AM51311469	Asset Manager clients	An error message was displayed when migrating from Asset Manager 4.4.x to Asset Manager 5.03 if a script referenced a feature field in a distant table, when the feature had not yet been created in the target database.
AM530113349	Asset Manager Application Designer	Modifications of the <b>String</b> field associated with a table in Asset Manager Application Designer were not taken into account when saving the database.
AM124145837	Asset Manager clients	On the <b>Profile</b> tab of the <b>Employees and departments</b> table (amEmplDept), the labels of some new profile fields were truncated.
AM627155444	Asset Manager Web client	The <b>DB.owner</b> parameter in the Asset Manager Web Service configuration file <code>package.properties</code> was not properly expanded in the connection string used as a description in <code>web.xml</code> .
AM822104138	Asset Manager Application Designer	Asset Manager Application Designer caused a General Protection Fault when re-opening a database containing fields with duplicated tax formulas, as defined on the <b>Tax Formulas</b> (amTaxFormula) screen.
AM813163539	Asset Manager clients	The time taken by Asset Manager 5.1x to load a database was much longer than by Asset Manager 5.03.
AM87192426	Asset Manager Web client	The font size used in drop-down lists was smaller than for text in regular field labels on the Web client.
AM730194820	Asset Manager clients	The <b>Administration/ Database</b> options settings of <b>Account-locking delay in minutes</b> and <b>Number of password errors before locking the account</b> were not properly taken into account during invalid log-in attempts.



## 5 Known problems, limitations, and workarounds

The system anomalies listed in this section have been grouped into the following categories:

- [General / database limitations](#) [page 221]
- [Web client](#) [page 225]
- [Web services](#) [page 225]

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### General / database limitations

- The charge back functionality is not working properly in an MT-enabled environment. If possible, use an alternative mechanism (such as scripts) to achieve the same charge back functionality to work around this limitation.
- The Asset Manager Automated Process Manager **Initial delay before triggering** (FirstTimeOut) setting is not taken into account by the **Searching for new workflow execution groups** and **Signaling presence of database server** modules.
- A computer with multiple network cards cannot be replicated to HP Universal CMDB correctly if one or more of its network cards have empty IP address.
- SAM queries (SQL name: SAMQ) is a reserved functional domain in which no customization (such as adding customized queries and wizards) is allowed.

- Wizards cannot be attached to the **Modify** button on table screens; otherwise, an infinite loop will occur when clicking the button until you cancel the modification.
- Entering non-built-in language characters in the Asset Manager Application Designer is currently not supported (for example, if you enter non-English characters in the English version Asset Manager Application Designer and save the database change, the labels/descriptions become messy code upon reconnection). To avoid database corruption, Asset Manager Application Designer will prompt a warning against such operation.
- If your Asset Manager database has multi-tenancy enabled, it is not recommended to use the **DBLISTBOX** control in wizards as the control is not tenant aware on the Web client.
- When a long query is cancelled (**Cancel** button in the window displayed during lengthy operations), error messages may be displayed even though the operation was running correctly.
- If the database is not configured to store data in Unicode, Asset Manager can be used in multilingual mode only if the languages use the same code page (ex: ISO 8859-1 Latin1).

In particular, it is not possible to use Asset Manager in multilingual mode with Asian languages if the **Use Unicode text fields** menu item is not selected.

- When exporting a list using the **Utilities\ Export the list** (Windows client) or **Utilities\ Export Excel** (Web client) contextual menu, the exported data does not allow more than 255 characters in any column. Fields with more characters will be truncated to 255 characters.
- After upgrading from version 4.x, the functional domains might not be correct. You have to verify them.
- If the **itam** login already exists in the local MSSQL instance during the installation, the connection to the demonstration database assumes that the associated password is **password**.
- If a database named **AMDemo93xx** (where **xx** corresponds to the Asset Manager installation language) already exists in the local MSSQL instance, the Asset Manager installation will overwrite it with a new demonstration database without any warning.
- The creation of a counter using metering information is limited if the context is not the **amSoftInstall** table. In this case, it is not possible to use the **tsUnused** field.
- After upgrading from a 4.x version and if you have acquired the software asset management module, you will need to import the **software asset management** datakit.

- To copy information from the Asset Manager online documentation (available via the **F1** key), select the text to copy, right-click, and then select **Copy** from the shortcut menu. The **Ctrl+C** keyboard shortcut does not work.



Tip:

For best results, paste the copied text in HTML format to an editor that permits this (for instance using MS-Word's **Edit/Paste Special** option). Make sure that this editor is open before you select and copy the information you need.

- When several users execute an operation at the same time which impact the same records, the DBMS may reject the operation for certain users (deadlock).

A rollback is performed for the rejected transaction and the corresponding user receives an error message similar to the following:

```
2005/04/29 11:41:21.687 6 1 [Thrd#:1588] (-2006) ODBC error: [IBM][CLI Driver] [DB2/6000] SQL0911N The current transaction has been rolled back because of a deadlock or timeout.
Reason code \"2\". SQLSTATE=40001\r\n SQLState: 40001.
2005/04/29 11:41:21.703 6 1 [Thrd#:1588] (-2006) SQL statement '<statement detail>'
```

The data in the database is not corrupted.

The user can retry the same operation if that user is the only user to perform the operation and if the operation has not been performed by the other users.

For example, this type of conflict arises if two users try to receive the same order at the same time.

- Functional rights (Windows client only): Let's imagine that functional right D refuses access to screen E.

If a user connects with a user profile linked to functional right D, and if screen E is associated with an icon on the toolbar, the user is still able to access screen E via this icon even though the he or she is not authorized to do so.

- An error message such as **12:14:29,817 ERROR - org.apache.myfaces.renderkit.html.util.MyFacesResourceLoader - Unparsable lastModified: @lastModified@** may appear in the Asset Manager Web Tier log file.

This does not prevent the proper operation of the application.

- Leasing: In the detail of a contract rent, if you assign the value **Allocate unit level payments to all assets** or **Allocate unit level payments to a selection of assets** to the **Prorate to assets** (seProrateRule) field, the **Value** (mValue) and **Rent** (mPayments) fields cannot be modified by the user.

- Leasing: In the detail of a contract, if you assign the value **Yes** to the **Acceptance date** (bFromAcceptDate) field after generating the rent expense lines and assets have not been accepted, the expense lines are not deleted.
- Leasing: In the detail of a contract rent, if you assign the value **Prorate and distribute payments to all assets** or **Prorate and distribute payments to a selection of assets** to the **Prorate to assets** (seProrateRule) field, you cannot modify the **Rent** (mPayments) field.
- Schedule level rents: When the **Prorate to assets** (seProrateRule) field equals **Prorate and distribute payments to all assets** or **Prorate and distribute payments to a selection of assets**, the **Rent** (mPayments) field is only calculated correctly if the **Prorated by** (ProrateField) field equals **Market value** (mMarketVal).
- When you use the **Accept assets...** wizard (sysLeaseWAssetAccept), if you set the **Calculation method** field to the **Acceptance date**, and the acceptance date is the same as the contract start date, an intermediate rent is calculated when it should not be.
- User roles: If, in an employee's detail, on the **Profile** tab, you start by adding a role in the **Authorized user roles** (MasterProfiles) list, and you select it using the **Role used at connection** (DefMastProfile) link, and then you remove it from the **Authorized user roles** list, it still remains associated with the **Role used at connection** link. This should not be possible.
- Migration: the database conversion to the 9.31 version will not work if you convert an old-format database that contains a table whose SQL name contains an underscore (\_).

If this corresponds to your situation you should contact HP technical support. You may need to contract some consultancy services.

- Wizards:
  - If you use a **COMMANDBUTTON** control, you must populate the **Caption** property.
  - If you use a **LISTBOX** control, the **COLNAME** property **must** be populated for the content of the **LISTBOX** to be properly displayed by the Web client.
- ▶ The **Advanced use** guide, **Wizards** chapter, **Types of controls and associated properties** section.

In previous versions, if the **Caption** property was not populated, the name of the **COMMANDBUTTON** control was used instead.

- Display order of pages (tabs): The change to the display order of pages defined using Asset Manager Application Designer is not saved.
- Asset Manager Application Designer: SQL names used for tables must not be more than 18 characters long. If longer names are used, contextual links



and views for the table may no longer work correctly and other errors may occur.

- If you are using version 11 or 11.5 of SAP Crystal Reports in conjunction with Asset Manager, you will find that tree navigation is not available in the report tree.
- The Update Event Trigger for a chargeback rule on a **link.field** does not work (**Field** (EvtField) field).

Workaround example: Suppose you wish to create a chargeback rule triggered on an update of **amPortfolio:Computer.BIOSAssetTag**.

Create a workflow that uses a dedicated field, for instance **CUSTOM** in the **Portfolio items** (amPortfolio) table. This workflow is triggered on the update of the **BIOSAssetTag** field in the **Computers** (amComputer) table, and updates the **CUSTOM** field in the **Portfolio items** (amPortfolio) table. The chargeback rule will then be based on the **CUSTOM** field rather than on the **BIOSAssetTag** field.

- In Windows Vista, Windows Server 2008 and Windows Server 2008 R2, the Asset Manager programs do not work properly if they are not started by using the **Run as administrator** option.

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## Web client

- The **CALENDAR** control cannot work properly if you access the Web client via Internet Explorer 7.0. It can be solved either by:
  - Using Internet Explorer 8.0 to access the Web client;
  - Or adding about:blank to your trusted sites.
- The **amActionExec()** API cannot be used to open a URL in the Web client.
- Auto-completion functionality is not available in the **LinkEdit** control on the wizard page of Asset Manager Web client.
- The **amActionPrintPreview()** API is not supported in the Web client, nor can it be used to view the reports stored in the Crystal Reports Server (before Asset Manager 9.30) or SAP BusinessObjects Enterprise (in Asset Manager 9.30) database. Thereby, you cannot view the Crystal Reports via the **View reports and charts** option of the **Manage software...** wizard in the Web client.
- If you are running Asset Manager Web with Tomcat on Java 1.6 JVM, you need to proceed with the following steps before starting the application server.
  - 1 Run Configure Tomcat.
  - 2 Click the **Java** tab in the **Apache Tomcat Properties** window.

### 3 Add the following line in Java Options:

```
-Dsun.lang.ClassLoader.allowArraySyntax=true
```

Otherwise, you get a `java.lang.ClassNotFoundException` error.

- On the Windows Server 2008 platform, Internet Explorer 8.0 identifies Asset Manager javascript call as URL `about:blank`. Therefore, you have to add `about:blank` to your trusted sites to make sure the javascript involved functionalities (for example, Query Edit) working properly in the Web client.
- The **CaptionedLabel** control (which is a read-only text-data display control with a label) is not supported on the Web client. Fields using this control cannot display their values.

For example: the **Start** (dStart) and **End** (dEnd) fields on the **Maint.** tab of the **Portfolio item** screen.

- Some features that are available in the Windows client are not available in the Web client.

To learn about the main differences between the Windows and Web clients:

► **Asset Manager Web Implementation** guide, chapter **Differences between the Windows client and the Web client**.

- The **Cable and Circuit** module is not available via the Web client. If you wish to use this module you should do so through the Windows client.
- You cannot use the **amExecuteActionByName** function to launch wizards through the Web client. (Wizards are controlled client-side on the Web client, whereas scripts run server-side.)
- Although most Internet browsers allow you to open a link in a new window, you must not use this feature in conjunction with Asset Manager Web. Instead, simply click the link and the page will open in the correct spot on the Web client's workspace.
- We recommend using two different instances of Tomcat to deploy Asset Manager Web Tier and Asset Manager Web Service. Both instances can be hosted on the same server.
- Items that are printed from the Web client may not appear as neatly on the printed page as they do on the screen.
- Maintaining a history of changes made to a field populated by a system itemized list: The **Previous value** (PreviousVal) and **New value** (NewVal) fields in the **History** (amHistory) table store the value displayed in the system itemized value input field and not the value stored in the database starting with Asset Manager version 5.00.

For example: In the **Work orders** (amWorkOrder) table, the **Status** (seStatus) field is populated via a system itemized list. One of the entries of this itemized list is displayed as **Notified** and is stored as **0**.

The **Previous value** and **New value** fields store **Notified** and not **0**.

In previous versions, the value stored in the database was used.

If you convert a database prior to version 5.00 to version 9.31, the **Previous value** and **New value** fields will contain both stored and displayed values of system itemized lists.

Queries, wizards, etc., that reference the **Previous value** and **New value** fields must be modified accordingly.

**Example of a query** that retrieves portfolio items that are or were awaiting receipt. This assumes that the history will be kept for the **Assignment** (seAssignment) field in the **Portfolio items** (amPortfolio) table.

Query before conversion:

```
seAssignment=3 or exists (SELECT 'x' FROM amHistory WHERE ((amPortfolio:lPortfolioItemId = lHistObjId) AND (PreviousVal = '3.0000')) AND (Field = 'seAssignment'))
```

Query modified to work after converting the database:

```
(seAssignment = 3) OR ( exists ((SELECT 'x' FROM amHistory WHERE ((amPortfolio:lPortfolioItemId = lHistObjId) AND ((PreviousVal = '3.0000') OR (PreviousVal = 'Awaiting Receipt')))) AND (Field = 'seAssignment'))))
```

- **Problem:** if you use the **amDbGetListEx** function in wizards and you execute these wizards in a Web or Windows client, then **ALL** records from the table will be retrieved and displayed. This can be very time-consuming. This is a critical issue for Asset Manager Web which impacts its performance and all of its users.

**Workaround:** Asset Manager is installed with a new function:  
**AmDbGetLimitedList.**

We recommend that you always replace **amDbGetListEx** with **AmDbGetLimitedList** in all the wizards.

The **AmDbGetLimitedList** function returns the execution results of an AQL query as a list. Unlike the **AmDbGetListEx** function, this function is used to define the maximum number of elements selected by the AQL query and indicates what should be done if data is truncated.

► To learn more about the **AmDbGetLimitedList** function, please read the **Programmer's reference**.

- Returning a received item in the procurement cycle: You must use the Windows client to do this as it cannot be done in the Web client.
- If a currency is added or modified in the **Currencies** (amCurrency) table, or if its symbol is modified via the Windows client, you must stop and restart all instances of Asset Manager Web Service and Asset Manager Web Tier in order for this operation to be taken into account by the Web clients when they display a currency. This needs to be done because currencies are stored

in a cache for each Asset Manager Web Tier instance that needs to be refreshed.

If a currency is added or modified in the **Currencies** (amCurrency) table, or if its symbol is modified via the Windows client, and several instances of Asset Manager Web Tier or Asset Manager Web Service have been deployed, you must stop and restart all instances of Asset Manager Web Service and Asset Manager Web Tier except the instances to which the user who is making the modification is connected.

- If:
  - A value is added to, modified in or deleted from the **Itemized list values** (amItemListVal) or **Itemized lists** (amItemizedList) tables via the Windows or Web client,
  - or if a column is added to the **ColName** property of a wizard's **DBLISTBOX** control via the Windows or Web client, and the column is not part of the default columns used for the source table's screens (Asset Manager Application Designer/ Detail of the source table/ Detail of the screens/ **List/Detail** tab/ **Columns of the list** and **Other columns** fields),

...you must re-initialize the connection pool using Asset Manager Web Service in order for this operation to be taken into account by the Web clients when itemized lists are displayed:

- 1 Start Asset Manager Web Service:

```
http://<Name or IP address of the Asset Manager Web Service server>:  
<Asset Manager Web Service port>/AssetManagerWebService
```

- 2 Click this link: [Reset the connection pool](#).

You must have administration rights to perform this operation.

This needs to be done because itemized lists and their values are stored in a cache that needs to be refreshed.

- From the Web client, from the detail of an asset, you cannot display the detail of the **Order** (POrdLine) and **Receipt** (ReceiptLine) links.
- Euro currency symbol on UNIX: The Euro currency symbol cannot be displayed by the Web clients if Asset Manager Web Tier or Asset Manager Web Service is installed on UNIX.

Workaround: In the detail of the Euro currency, replace the symbol with a character string such as **Eur**.

- User encounters error when logging in after forced password change. Context: after an administrator forces a reset to a user's password by checking the **Force change** (bResetPwd) field on the user's profile, the user should be forced to change and confirm their password at the next attempt to log in to the Web client. However, in this context the user will currently encounter an error.

Workaround: The Administrator needs to uncheck the **Force change** (bResetPwd) field on the user's profile.

- The **SORT** property is not implemented in the **DBLISTBOX** control for the Web client. (However it works in the Windows client.)
- The **Link/unlink an installation to/from a portfolio item...** (sysCompactInstall) wizard (**Asset lifecycle/ Software asset Management/ User actions/ Link/unlink an installation to/from a portfolio item...** link on the navigation bar) should be executed under the Windows client only because the performance would be too low on a large amount of records (more than 100 records) if executed under Web client.

---

## Web services

- Error tagging Web Services after Asset Manager migration.  
Context: After converting an old version of the database to version 9.31, you tag the database using Asset Manager Application Designer (**Action/ Tag Web service** menu) or you check the Web services (**Administration/ User actions/ Check definitions of the Web services...** link on the navigation bar of the Windows or Web client).  
Error: The conversion log displays a message similar to the following: **Event 'X' linked to button 'Y' does not exist..**  
Cause: The service contains a screen that has a button which is associated with an action that does not exist in the database.  
Resulting Consequences: The Web service containing the detail cannot be tagged.  
Solution: Delete the button from the detail or import the missing action if possible, then, try to tag the Web services again.
- C# programs connecting to the Web services are blocked by a **StackOverflowException** Web client error.
- Web Services freeze when  

/AdbLog/Logapicalls=1
-----------------------

  
is set in `aamapi93.ini`, even when **adblog** is not activated.
- The size of Web Services XSD schemas automatically increases in relation to the functional domain dependencies referenced by contextual actions.
- All screens created for a given functional domain must be parameterized with the domain as exposed in the Web client as well as the Windows client (**Web Service** (SeWebService) field must be set to **Stand-alone** or **From within parent domain**). Otherwise errors will be generated.



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## 6 Related documentation

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### Asset Manager reference documents

This section describes the guides that are provided with Asset Manager.

 Note:

Beta release documentation: the manuals provided with Asset Manager 9.31 are all in the process of being updated. Some of the content is likely to be obsolete, unclear or not proofread.

#### Guides in PDF format (Adobe Acrobat)

► See section [List and description of guides](#) [page 234] for the list of guides.

To display a guide in PDF format:

1 Make sure you have installed Adobe Reader.

Otherwise, download Adobe Reader from the following address:

<http://www.adobe.com/products/acrobat/readstep2.html>

2 Start a Windows Explorer.

3 Display the contents of one of the following folders:

- doc\pdf subfolder of the Asset Manager installation folder (Generally this is C:\Program Files\HP\Asset Manager 9.31 xx\doc\pdf)

- ac\program files\HP\Asset Manager 9.31 <installation language code>\doc\pdf folder on the Asset Manager installation CD-ROM
- 4 Open the corresponding PDF file (.pdf extension) with Adobe Reader.

## Guides in CHM format (compiled HTML)

- ▶ See section [List and description of guides](#) [page 234] for the list of guides.

To display a guide in CHM format:

- 1 Start a Windows Explorer.
- 2 Display the contents of the doc\chm subfolder of the Asset Manager installation folder (Generally this is C:\Program Files\HP\Asset Manager 9.31 xx\doc\chm)
- 3 Open the corresponding CHM file (.chm extension).

## Main online help in CHM format (compiled HTML)

### Windows client

Each of the guides in CHM format are grouped in the main online help.

To display the online Help:

- 1 Start the Asset Manager Windows client.
- 2 Do one of the following:
  - Press **F1**.
  - Access the **Help/ Index** menu

### Web client

This functionality is not available.

## Contextual help for Basic scripts

### Windows client

To display help on a Basic script function:

- 1 Start the Asset Manager Windows client.
- 2 Display the script edit window (field or link configuration script, "Script" type action, wizard script).
- 3 Select the name of the function.
- 4 Press **F1** on the keyboard.



## Web client

This functionality is not available.

## Contextual help on fields and links in the database.

### Windows client

To display help for a field or a link in the database:

- 1 Start the Asset Manager Windows client.
- 2 Display the detail that contains the field or link.
- 3 Select the field or link.
- 4 Do one of the following:
  - Press **Shift** and **F1**
  - **Help on this field** menu
  - **Help/ Help on this field** menu

### Web client

To display help for a field or a link in the database:

- 1 Start the Asset Manager Web client.
- 2 Display the detail that contains the field or link.
- 3 Select the field or link.
- 4 Press **Shift+F1**.

## White papers

The white papers supplied with Asset Manager provide additional technical or business-related information that is not covered in the guides.

The white papers are available in one of the following folders:

- `doc\white_papers` subfolder of the Asset Manager installation folder (Generally this is `C:\Program Files\HP\Asset Manager 9.31 xx\doc\white_papers`)
- `ac\program files\HP\Asset Manager 9.31 <installation language code>\doc\white_papers` folder on the Asset Manager installation CD-ROM

Please read the **About packaged white papers** PDF located in these folders for a summary of the white papers that are provided.

## Information about the database structure

Description files are available in the `doc\infos` subfolder of the Asset Manager installation folder (`C:\Program Files\HP\Asset Manager 9.31xx\doc\infos`, generally):

- `database.rtf`: List of tables, fields, links and indexes of the standard Asset Manager database in RTF format.  
Use Microsoft Word to display this document.
- `database.txt`: List of tables, fields, links and indexes of the standard Asset Manager database in TXT format.  
Use a spreadsheet application to display this document.
- `tables.txt`: List of tables of the standard Asset Manager database in TXT format.  
Use a spreadsheet application to display this document.
- `diffxyz.xml`, where **xyz** corresponds to the Asset Manager version number: Lists the differences of the standard Asset Manager database structure between versions xyz and 9.31 in XML format.  
Use an XML editor display this document.
- `diffxyz.html`, where **xyz** corresponds to the Asset Manager version number: Lists the differences of the standard Asset Manager database structure between versions xyz and 9.31 in HTML format.  
Use an HTML editor or Internet browser to display this document.

## Online documentation

Additional documentation for Asset Manager 9.31 can be downloaded from the HP support site at the following address:

[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

You will need a user name and password to access the site.

## List and description of guides

To locate the guides: ► [Guides in PDF format \(Adobe Acrobat\)](#) [page 231].

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 **Note:**

The names of the PDF files given below have this format: \***<Guide identifier>**\*. The first asterisk (\*) corresponds to the software and software version identifier when guide was produced.

The second asterisk (\*) corresponds to the language identifier of the guide.

For example: **AM931-Installation-EN**.

**AM931-Installation-EN** corresponds to Asset Manager version **931**.

**EN** corresponds to English.

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## Legal

### Open Source and Third-Party Software License Agreements

Name of the PDF file	Name of the CHM file
*ThirdParty*.pdf	n/a

This guide lists the legal copyright texts associated with with the open source and third-party components used by Asset Manager.

## Installation

### Installation and upgrade

Name of the PDF file	Name of the CHM file
*Installation*.pdf	installation.chm

This guide explains:

- Which programs are part of Asset Manager.
- In which environments Asset Manager functions.
- How to upgrade a previous version of Asset Manager.
- How to install Asset Manager and Asset Manager Web for the first time.
- How to configure Asset Manager.
- How to tune Asset Manager.

This guide is intended for engineers who need to:

- Install Asset Manager and Asset Manager Web for the first time.
- Upgrade a previous version of Asset Manager.

## Migration

Name of the PDF file	Name of the CHM file
*Migration*.pdf	migration.chm

This guide explains how to:

- Convert your old-format database to the 9.31 format.
- Upgrade Asset Manager programs to version 9.31.

Migration is performed by engineers in charge of:

- Administering the Asset Manager database
- Installing Asset Manager
- Deploying Asset Manager

## Introduction

### Concepts and implementation

Name of the PDF file	Name of the CHM file
*ConceptsAndImplementation*.pdf	concepts.chm

This guide provides an overview of portfolio management and explains how Asset Manager can help you implement it in your organization.

This guide is for anyone who would like an overview of Asset Manager:

- IT manager
- Organizational manager
- Project directors and managers (setup, training, project planning/tracking, Quality Assurance, etc.).
- Integration project managers
- Administrators
- General users

#### Note:

Users who will only work with specific modules can refer directly to that module's documentation.

## Product Review Guide

Name of the PDF file	Name of the CHM file
*ProductReviewGuide*.pdf	reviewguide.chm

The purpose of this guide is to give someone with no prior knowledge of Asset Manager an overview of some of the common tasks that can be performed with specific focus on the **Asset Tracking** and **Expense Control** processes.

After reading this guide, the reviewer will have a clear understanding of the key advantages to be gained by using Asset Manager.

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:

- Journalists
- Industry experts
- Consultants

### Asset Tracking solution

Name of the PDF file	Name of the CHM file
*AssetTrackingSolution*.pdf	actracking.chm

This guide aims to provide answers to the following questions:

- What is the Asset Tracking solution?
- What benefits can be expected from the Asset Tracking solution?
- Who should implement the Asset Tracking solution?

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:

- Journalists
- Industry experts
- Consultants

### Expense Control solution

Name of the PDF file	Name of the CHM file
*ExpenseControlSolution*.pdf	expensecontrol.chm

This guide aims to provide answers to the following questions:

- What is the Expense Control solution?
- What benefits can be expected from the Expense Control solution?
- Who should implement the Expense Control solution?

This guide will be of interest to anyone evaluating the potential of Asset Manager, such as:

- Journalists
- Industry experts
- Consultants

## Basic functions

### User Interface

Name of the PDF file	Name of the CHM file
*UserInterface*.pdf	userinterface.chm

This guide explains how to use Asset Manager:

- Search for records
- Edit records
- Print data
- Connect to a database
- Use wizards
- Send and read messages
- Display history of changes
- Schedule alarms

This guide is intended for all Asset Manager users.

### Asset Manager Web Implementation

Name of the PDF file	Name of the CHM file
*WebImplementation*.pdf	web.chm

This guide brings together information specific to implementations of Asset Manager Web:

- Installation and upgrade
- Single Sign-On implementation
- Customization
- Configuration and constraints
- Differences between the Windows and Web clients
- Troubleshooting and hints

## Accessibility Options

Name of the PDF file	Name of the CHM file
*AccessibilityOptions*.pdf	accessibility.chm

This guide is for users who encounter difficulties viewing the standard Asset Manager Windows user interface.

This guide explains how to:

- Change the visual aspect of the Windows client
- Use screen reader software
- Navigate without a mouse

### Common tables

Name of the PDF file	Name of the CHM file
*CommonTables*.pdf	commontables.chm

This guide describes the tables used in all Asset Manager modules:

- Departments and employees
- Locations
- Companies
- Floor plans
- Features
- Documents
- News

This guide is intended for all Asset Manager users.

### Portfolio

Name of the PDF file	Name of the CHM file
*Portfolio*.pdf	portfolio.chm

This guide describes how to use the **Portfolio** module:

- Overview
- Organizing a portfolio
- Using the **Portfolio** module
- IT portfolio
- Helpdesk
- Telephones
- Software

- Work orders and projects
- Adjusting items
- Glossary

This guide is intended for anyone using or implementing the **Portfolio** module.

## Contracts

Name of the PDF file	Name of the CHM file
*Contracts*.pdf	contracts.chm

This guide explains how to manage different types of contracts:

- Insurance
- Lease schedules
- Maintenance
- License
- Application services
- Blanket purchase orders

This guide is intended for anyone using or implementing the **Contracts** module.

## Software assets

Name of the PDF file	Name of the CHM file
*SoftwareAssets*.pdf	sam.chm

This guide explains how to manage, control and protect software assets at each phase of their life cycle.

This guide is intended for users who need to:

- Populate the software contracts database
- Populate the software licenses database (acquisition of rights to use software applications)
- Populate the installations database (consumption of rights to use software applications)
- Monitor that installations comply with licenses
- Manage the software portfolio (installations, updates)

## Financials

Name of the PDF file	Name of the CHM file
*Financials*.pdf	financials.chm

This guide describes how to use the **Financials** module:



- Currencies
- Expenses
- Fixed assets
- Taxes
- TCO (Total Cost of Ownership)
- Chargebacks

This guide is intended for anyone using or implementing the **Financials** module.

## Cable and Circuit

Name of the PDF file	Name of the CHM file
*CableAndCircuit*.pdf	cable.chm

This guide describes how to use the **Cable** module:

- Overview
- Practical case
- Implementation
- Creating termination fields, cable devices, cables and connections
- Viewing the traces
- Glossary
- Reference information

This guide is intended for anyone using or implementing the **Cable** module.

## Procurement

Name of the PDF file	Name of the CHM file
*Procurement*.pdf	procurement.chm

This guide explains how to manage the procurement of goods and services using Asset Manager:

- Portfolio items
- Work orders
- Contracts
- Contract utilizations
- Training
- Cables

This guide is intended for anyone using or implementing the **Procurement** module.



#### Note:

The information relating to HP Employee Self Service Catalog provided in the Asset Manager **Procurement** guide, chapter **Request self-service** is complemented by white papers: **Service Catalog Integration - Administration** and **Setup** guides.

► [Service Catalog Integration - Administration and Setup Guides \[page 246\]](#)

## Advanced functions

### Advanced use

Name of the PDF file	Name of the CHM file
*AdvancedUse*.pdf	advanceduse.chm

This guide explains how to use Asset Manager's advanced functions:

- Itemized lists
- Historization
- AQL queries
- SAP Crystal Reports
- Dashboards
- Actions
- Messaging
- Workflow
- Data export
- Scripts
- Calendars
- Time zones
- Calculated fields
- Wizards
- News

This guide is intended for advanced users.

The **Administration** guide complements this guide.

### Administration

Name of the PDF file	Name of the CHM file
*Administration*.pdf	administration.chm

This guide explains how to:

- Use Asset Manager Application Designer
- Create, modify or delete a database
- Access databases
- Archive data
- Denormalize data
- Import data
- Control access to the database
- Use Asset Manager Automated Process Manager
- Use messaging
- Use Asset Manager as a DDE server

This guide is intended for Asset Manager administrators and advanced users.

## Tailoring

Name of the PDF file	Name of the CHM file
*Tailoring*.pdf	tailoring.chm

This guide explains how to customize Asset Manager:

- Customize the interface of the client workstation
- Customize the database

This guide is intended for all Asset Manager users and administrators.

## Reconciliation

Name of the PDF file	Name of the CHM file
*Reconciliation*.pdf	reconciliation.chm

This guide explains how to update records in the Asset Manager database using data obtained from external tools.

This process is based on the following question: "Does the incoming data already exist in the target application?"

- If the answer is "no", the input data is inserted.
- If the answer is "yes", the existing data is updated according to the information contained in the input data.

This guide is for:

- Asset Manager administrators who want to automate database updates.
- Users designated to process reconciliation proposals in Asset Manager.

## Programmer's Reference

Name of the PDF file	Name of the CHM file
*ProgrammersReference*.pdf	progref.chm

This chapter explains how to use Asset Manager's programming libraries.

The reference includes:

- A detailed description of each function
- An index of functions by domain (for example, **Procurement**)
- How to use the functions

This guide is intended for persons programming in the Windows environment who plan to:

- Use the Asset Manager APIs
- Create configuration scripts for fields or links
- Create **Script** action types
- Create wizards

### Tuning

Name of the PDF file	Name of the CHM file
*Tuning*.pdf	tuning.chm

This guide describes Asset Manager tuning strategies.

In particular, it deals with certain techniques to reduce bottlenecks caused by:

- The network
- The database server
- The Asset Manager client
- The database engine

This guide is intended for Asset Manager administrators.

### Automatic software mechanisms

Name of the PDF file	Name of the CHM file
*AutomaticSoftwareMechanisms*.pdf	autosoftmechan.chm

This guide describes the automatic software mechanisms used to process data in Asset Manager.

The guide is intended for:

- Database administrators

- Persons in charge of implementing and/or customizing the Asset Manager database

## Multi-tenancy

Name of the PDF file	Name of the CHM file
*MultiTenancy*.pdf	mt.chm

This guide explains how to implement, configure and administer a multi-tenancy environment using Asset Manager.

- Overview of the Asset Manager multi-tenancy architecture
- How to set up a multi-tenancy environment
- How to enable multi-tenancy in the database
- How to work with tenants
- How to manage user access
- How to populate data into tenants

## Physical data models

Name of the PDF file	Name of the CHM file
*PhysicalDataModels*.pdf	Not available

This guide presents diagrams of the physical data models.

Each of these diagrams contains one or more tables used by the Asset Manager modules.

Understanding the database structure can help you:

- Create queries
- Customize the database
- Define user profiles
- Access the database without using the Asset Manager user interface
- Import or export data

This guide is intended for anyone who needs to learn about the structure of the database.

## Database structure

Name of the PDF file	Name of the CHM file
Not available	dbstructure.chm

This guide describes the entire structure of the standard Asset Manager database (available in .chm format only):

- Tables
- Fields
- Links
- Indexes
- Automatic background processes

## Integrations

The following documents detail integrations between Asset Manager, other HP Software products, and third party software.

### Integration with software distribution and configuration management tools

Name of the PDF file	Name of the CHM file
*IntegrationWithSoftwareDistribution-Tools*.pdf	softdist.chm

This guide explains how to integrate Asset Manager with software distribution tools.

In this type of integration:

- 1 Asset Manager is used to **create** scheduled tasks.

#### Note:

A scheduled task is used to distribute a software package to or execute a script on a set of target computers.

- 2 The distribution tool is used to **execute** the scheduled tasks defined in Asset Manager.

This guide should be read by IT team members in charge of software distribution.

### Service Catalog Integration - Administration and Setup Guides

Name of the PDF file	Name of the CHM file
Service Catalog Integration - Administration Guide.pdf	Not available
Service Catalog Integration - Setup Guide.pdf	

These guides document the software Integration between Asset Manager and HP Employee Self Service Catalog. (Available in .pdf format only)

The guides are intended for:

- Database administrators

- Persons in charge of implementing and/or customizing the Asset Manager database

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 **Note:**

The information in these guides supplements the information relating to HP Employee Self Service Catalog provided in the Asset Manager **Procurement** guide, chapter **Request self-service**.

▶ [Procurement](#) [page 241]

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### Integration with HP Project and Portfolio Management

There is no separate guide covering this integration. For details, see the **Portfolio** guide, **Projects** chapter, **Synchronizing project data from HP Project and Portfolio Management** section.

### Integration with HP Data Center Infrastructure Management

Name of the PDF file	Name of the CHM file
<a href="#">*IntegrationWithDCIM*.pdf</a>	<a href="#">dcim.chm</a>

---

This guide documents the software Integration between Asset Manager and HP Data Center Infrastructure Management (Aperture VISTA). It details the following:

- The benefits of integrating Asset Manager and HP Data Center Infrastructure Management.
- The technical solution underlying this integration, and the practical steps needed to implement it.
- The enhanced user facilities that the integration provides in both systems, and Best Practice procedures for using them.





# 7 Additional information and documentation errors

This chapter contains important information that has not been provided in the guides or that replaces existing information.

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## Configuring to display Asset Manager objects in the appropriate language

The information in the following section replaces the section **Modifying Asset Manager client languages** in the **Creating, modifying and deleting an Asset Manager database** chapter of the **Administration** guide.

### Overview

The graphical interface of Asset Manager is made up of objects which are available in different languages.

For the list of supported languages, refer to the Asset Manager support matrix.

The language in which different objects are displayed depends on various factors.

► [Display language for various graphical interface objects](#) [page 250].

To display the interface objects (including data) in the required language, you have different implementation/configuration options:

- Configure language settings when creating the Asset Manager database
  - Create one monolingual database for each language

- ▶ Configure language settings when creating the Asset Manager database (monolingual) [page 253].
- Create one multilingual database for all the languages you are going to support
  - ▶ Configure language settings when creating the Asset Manager database (multilingual) [page 254].
- Add multilingual support to an existing monolingual Asset Manager implementation
  - ▶ Enable multilingual support for an existing monolingual Asset Manager database [page 256].

## Display language for various graphical interface objects

The Asset Manager graphical interface is made up of two types of objects:

- Interface objects

These include menus, labels of fields or links, screen and page labels, navigation tree branch nodes (functional domains) and terminal nodes (screens, actions, reports, statistics), etc.



### Note:

Asset Manager provides rich functionalities for customizing user interface objects, which allow you to create your own screens, pages, fields or links, wizards, etc., in your desired languages. Only the out-of-the-box graphical interface objects are covered; Customized objects are out of the scope.

- Data

These include the records in the Asset Manager database which are either provided out-of-the-box or entered by the user.

The language in which different objects are displayed depends on the following factors:

- User entered data are displayed in the language in which the user enters the data.

To allow characters in different languages (including Asian languages) entered in text fields to store correctly, your Asset Manager database needs to be in the Unicode format.

How to create or convert to a Unicode database	Comment
<ul style="list-style-type: none"> <li>■ Create a new Unicode database: enable the <b>Database/ Use Unicode text fields</b> menu item of Asset Manager Application Designer when creating the database structure. <ul style="list-style-type: none"> <li>▶ <a href="#">Configure language settings when creating the Asset Manager database (multilingual)</a> [page 254]</li> </ul> </li> <li>■ Convert an existing database to Unicode: <ul style="list-style-type: none"> <li>▶ <a href="#">Converting a non-Unicode Asset Manager database to Unicode</a> [page 256]</li> </ul> </li> </ul>	<p>The method for converting to Unicode is different for SQL and Oracle/DB2.</p>

- Some objects are displayed in the language of client program that is installed and accessed. These include:

Interface objects embedded in the graphical interface:

- Menus
- Labels of some tabs in the record detail. For example: History, Documents, Workflow, Features, Adjustments.
- Labels of some buttons in the record detail. For example: New, Duplicate, Delete, Modify, Cancel, Close, Detail.
- Some of the program messages
- Online help

How to make sure these objects are displayed in the desired language	Comment
<ul style="list-style-type: none"> <li>■ Windows client: Install and access the language version of Asset Manager software suite</li> <li>■ Web client: Start Internet Explorer and enter a URL that points to the instance of Asset Manager Web Tier of the required language.</li> <li>▶ <a href="#">Display a given language at the Asset Manager client level</a> [page 257]</li> </ul>	<p>Prerequisite: if you install Asset Manager in one of the Asian languages (Japanese, simplified Chinese, Korean), you should install Asian languages first (On Windows systems, <b>Control Panel &gt; Regional and Language Options &gt; Languages</b> tab &gt; Select <b>Install files for East Asian languages</b>).</p>

Interface objects stored in the Asset Manager database:

- Labels of fields or links
- Labels of other tabs in the record detail (see the above list for context.)
- Labels of other buttons in the record detail (see the above list for context.)
- Help on fields or links (accessed using the **Shift+F1** combination key)
- Certain data stored in the Asset Manager database:
  - ◆ Values of system itemized lists

How to make these objects available in all supported languages in your Asset Manager database

Comment

Use the **Action/ Insert a language in the database** menu of Asset Manager Application Designer

- ▶ Configure language settings when creating the Asset Manager database (multilingual) [page 254]
- ▶ Enable multilingual support for an existing monolingual Asset Manager database [page 256]

These objects are always displayed in the language of the client program, as long as the language version of the objects already exists in the database.

In a multilingual environment, the Asset Manager database should contain these objects in all supported languages.

By default, only the language version which corresponds to that of the Asset Manager Application Designer used to create the database structure is inserted during database structure creation.

To add the objects in another language, open Asset Manager Application Designer and connect to your database, then click the **Action/ Insert a language in the database** menu.

- Some objects are displayed in the language of Asset Manager Application Designer that is used to create the Asset Manager database structure. These include out-of-the-box infrastructure and line-of-business records (if imported):
  - Tip of the day
  - Navigation tree branch nodes (Functional domains)
  - Wizard titles, messages, and labels
  - Workflows
  - Calculated fields
  - Queries
  - Records in the demonstration database
  - Etc.

How to insert these objects to the Asset Manager database	Comment
Use the <b>Create database</b> menu of Asset Manager Application Designer	<p>Only one language of these objects could exist in the database - the language of the Asset Manager Application Designer used to create the database structure (or import line-of-business data).</p> <p><b>Note:</b></p> <p>Due to this limitation, some interface objects such as navigation tree branch nodes (functional domains) or text in wizards are always displayed in a specific language, no matter the language of the client program.</p>

## Configure language settings when creating the Asset Manager database (monolingual)

- 1 Create an empty shell with your DBMS
  - ▶ **Administration** guide, Chapter **Creating, modifying and deleting an Asset Manager database**, Section **Creating an empty shell with the DBMS**.

During the database creation, select the collation (SQL Server) or character set (Oracle and DB2) corresponding to your language.

The list of recommended character sets are:

**Table 7.1. Recommended character set for supported languages**

Language	Recommended character set
English	ISO 8859-1 Latin 1
French	ISO 8859-1 Latin 1
German	ISO 8859-1 Latin 1
Italian	ISO 8859-1 Latin 1
Spanish	ISO 8859-1 Latin 1
Portuguese	ISO 8859-1 Latin 1
Dutch	ISO 8859-1 Latin 1
Russian	ISO 8859-5 Cyrillic
Korean	KS_C_5601-1987
Simplified Chinese	GB2312
Japanese	SHIFT_JIS

- 2 Install Asset Manager software suite (including Asset Manager Application Designer) in the required language.

- 3 Create the Asset Manager database structure using the language version of Asset Manager Application Designer installed in the previous step.
  - ▶ **Administration** guide, Chapter **Creating, modifying and deleting an Asset Manager database**, Section **Creating the database structure with Asset Manager Application Designer**.
- 4 Display a given language at the Asset Manager client level [page 257].

## Configure language settings when creating the Asset Manager database (multilingual)

A multilingual environment means the following in the context of this document:

- Characters in any language can be entered, stored and displayed correctly in text fields. In other words, the database needs to use Unicode encoding.
- Client programs can selectively display user interface elements (menu items, field labels, screen or page labels, navigation tree entries, etc) according to the language of the client, from several language versions of these elements which are stored in the same database, except for a few exceptions.

To implement a multilingual Asset Manager environment:

- 1 Create an empty shell with your DBMS using the Unicode character set.
  - ▶ **Administration** guide, Chapter **Creating, modifying and deleting an Asset Manager database**, Section **Creating an empty shell with the DBMS**.

Pay attention to the character set parameters:

- SQL Server

For the Asset Manager database created by SQL Server, the Unicode support is achieved by using the **Use Unicode text fields** menu of Asset Manager Application Designer. ▶ Step 3 below.

There are no Unicode collations available in SQL Server. You can select a collation for one of the languages to be supported.

- Oracle

Set the following parameter values when creating the database:

- Database Character Set: select **Use Unicode (AL32UTF8)**
- National Character Set: select **AL16UTF16**

- DB2

Set the **CODESET** parameter value to **UTF-8**. For example:

```
CREATE DATABASE <Database name> USING CODESET UTF-8
```

- 2 Determine the languages you want to support.
 

Install the Asset Manager software suite (including Asset Manager Application Designer) in each one of these languages.



Tip:

It is possible to just install Asset Manager Application Designer.


- 3 Create the Asset Manager database structure using a specific language version of Asset Manager Application Designer.



Note:

This is the language in which items such as navigation tree branch node, wizard messages, etc. will be displayed, regardless of the language of the client program.

Procedure:

- 1 Open a language version of Asset Manager Application Designer.
- 2 Select **Open/ Open database description file - create new database.**
- 3 Open `gbbase.xml` in the `config` sub-folder of the installation folder corresponding to the language version of Asset Manager Application Designer.
- 4 Select the **Database/ Use Unicode text fields** menu item and click .



Note:

If a database is not set to **Use Unicode text fields**, you can still enter and save multilingual characters to the database but they will not be saved correctly. Consequently, when you display the record, the information in the text field will not be displayed correctly.

- 5 Create the database structure (**Action/ Create database...** menu).
  - ▶ **Administration** guide, Chapter **Creating, modifying and deleting an Asset Manager database**, Section **Creating the database structure with Asset Manager Application Designer** for detailed steps.
- 4 Add language parameters.



Warning:

If you add the parameters of a language that is already used, any customizations will be overwritten, including those that refer to the added objects.

For each of the languages to be added:

- 1 Select **Action/ Insert a language in the database...**
- 2 Select the folder in which the appropriate language version of Asset Manager is installed.

For example: C:\Program Files\HP\Asset Manager 9.31 xx, where **xx** is replaced by the two letter language code of your Asset Manager installation.

- 3 Click **OK** to confirm.
- 5 Display a given language at the Asset Manager client level [page 257].

## Enable multilingual support for an existing monolingual Asset Manager database

### Overview

- 1 Convert the format of the Asset Manager database to Unicode.
  - SQL Server [page 256]
  - Oracle or DB2 [page 256]
- 2 Install Asset Manager software suite in all required languages.
- 3 Insert language parameters.



#### Warning:

If you add the parameters of a language that is already used, any customizations will be overwritten, including those that refer to the added objects.

For each of the languages to be added:

- 1 Select **Action/ Insert a language in the database...**
- 2 Select the folder in which the appropriate language version of Asset Manager is installed.

For example: C:\Program Files\HP\Asset Manager 9.31 xx, where **xx** is replaced by the two letter language code of your Asset Manager installation.

- 3 Click **OK** to confirm.

### Converting a non-Unicode Asset Manager database to Unicode

#### SQL Server

- 1 Start Asset Manager Application Designer.
- 2 Connect to the database.
- 3 Select the **Database/ Use Unicode text fields** menu item.
- 4 Save (**File/ Update database structure** menu).

#### Oracle or DB2

To add Unicode support to the Asset Manager database when this is based on Oracle or DB2:



- 1 Create an empty shell that uses the Unicode character set.
- 2 Open Asset Manager Application Designer.
- 3 Select the **Action/ Copy database to empty database/ Unicode target code page** menu item to start the database-to-database copy.  
Select the Unicode empty shell created above as the target database.



The **Use Unicode text fields** option is automatically enabled on the target database when the copy is finished.



This method may take a long time for large databases. You may use the migration utility of Oracle or DB2 to convert the existing database to Unicode.

Refer to the following web pages from the DBMS vendors:

- [http://docs.oracle.com/cd/B19306\\_01/server.102/b14225/ch11charsetmig.htm](http://docs.oracle.com/cd/B19306_01/server.102/b14225/ch11charsetmig.htm)
- <http://publib.bluem.com/infores/db2w/9/index.jsp?pic=%2Fcontmb2ubachindc%2Fdb%2F0024033.htm>

The database side migration is adequate and you do not need to select the **Use Unicode text fields** option using Asset Manager Application Designer.

## Display a given language at the Asset Manager client level

Once the configurations in the above sections have been completed by the administrator, you can do the following to display Asset Manager in a specific language:

- 1
  - Windows client: Make sure Asset Manager Windows client has been installed in the required language.
  - Web client: Make sure the corresponding language version of Asset Manager Web (Asset Manager Web Tier and Asset Manager Web Service) has been deployed.
    - ▶ **Installation and upgrade** guide, chapter **Installing, configuring, removing and updating Asset Manager Web**, section **Installing Asset Manager Web**
- 2
  - Windows client: Start the Asset Manager Windows client in the required language.
  - Web client: Start Internet Explorer and enter a URL that points to the instance of Asset Manager Web Tier of the required language.
- 3 Connect to the database.

The multilingual database objects are automatically displayed in the language of the client.

---

## Administrator permission required when running Asset Manager programs in Windows Vista, Windows Server 2008, and Windows Server 2008 R2

- **Administration** guide, chapter **Installing License Keys**, section **Installing HP AutoPass License Keys**
- **Administration** guide, chapter **Asset Manager Application Designer - GUI**, section **Graphical interface**
- **Administration** guide, chapter **Standard database description files**, section **Definition of an Asset Manager database**
- **Administration** guide, chapter **Standard database description files**, section **Definition of an Asset Manager database**
- **Administration** guide, chapter **Asset Manager Automated Process Manager**, section **Executing Asset Manager Automated Process Manager\Launching Asset Manager Automated Process Manager\Manually launching Asset Manager Automated Process Manager**
- **Advanced Use** guide, chapter **Exporting data and creating SQL views**, section **Exporting data from the Asset Manager database**

The following information should be added to the above sections:

In Windows Vista, Windows Server 2008, and Windows Server 2008 R2, the following Asset Manager programs require the administrator permission to modify some local files.

- Asset Manager Application Designer
- Asset Manager Automated Process Manager
- HP AutoPass License Management Tool
- Windows Client
- Asset Manager Export Tool

Therefore, it is recommended that you use the **Run as administrator** option to start these Asset Manager programs in Windows Vista, Windows Server 2008, and Windows Server 2008 R2.

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## How Asset Manager Web client displays lists in tree view

**Web Implementation** guide, chapter **Differences between the Windows client and the Web client**, section **Differences between the clients\Record lists\Display a list in tree view\Web client**.

The following information should be added to the above section:

In a filtered list, the number of nodes displayed in the tree view is defined by the preference property **Number of rows per page in lists**. This number is the sum of all parent and child nodes displayed in the list.

In an unfiltered list, the number of nodes displayed in the tree view is defined by both the preference property **Number of rows per page in lists** and the installation package property **Lists.Tree.ChildNode.Count.Maximum**. The **Number of rows per page in lists** property defines the number of parent nodes to be displayed, while the **Lists.Tree.ChildNode.Count.Maximum** property defines the number of the child nodes to be displayed.

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## Reference to the AmClientType() API

**Programmer's Reference** guide, chapter **Alphabetical reference**, section **Alphabetical reference**.

The following information should be added to the above section:

### AmClientType()

This function returns the numerical identifier of the client types listed as following:

- CLIENTTYPE\_UNKNOWN: 0
- CLIENTTYPE\_CLIENT: 1
- CLIENTTYPE\_API: 2
- CLIENTTYPE\_WEBSERVICES: 3

#### Internal Basic syntax

**Function AmClientType () As Long**

#### Field of application

Version: 9.30

**Table 7.2.**

	Available
AssetManager API	No
Configuration script of a field or link	Yes
"Script" type action	Yes
Wizard script	Yes
FINISH.DO script of a wizard	Yes

## Output parameters

In case of error, there are two possibilities:

- In Asset Manager, the script containing the function is suspended and an error message issued to the user.
- If calling from an external program, you must call the **AmLastError()** function (and optionally the **AmLastErrorMsg()** function) to find out if an error occurred (and obtain its associated message).

## Example

```
RetVal=AmClientType ()
```

The following example defines the identifier of the connected user as the default value for a database field:

---

## Reference to the amUpdateUser() API

**Programmer's Reference** guide, chapter **Alphabetical reference**, section **Alphabetical reference\AmUpdateUser()**.

The following information should be changed from:

### API syntax

```
long AmUpdateUser(handle hApiCnxBase, long lId, char *strNTUserName, char *strNTDomain, char *strNTUserDesc);
```

### Internal Basic syntax

```
Function AmUpdateUser(lId As Long, strNTUserName As String, strNTDomain As String, strNTUserDesc As String) As Long
```

To:

### API syntax

```
long AmUpdateUser(handle hApiCnxBase, long lId, char *strNTDomain, char *strNTUserName, char *strNTUserDesc);
```

### Internal Basic syntax

```
Function AmUpdateUser(lId As Long, strNTDomain As String, strNTUserName As String, strNTUserDesc As String) As Long
```

# 8 Support

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## HP Software support Web site

You can visit the HP Software Support web site at:

[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport).

This Web site provides a list of contacts and information about products, services and support provided by HP Software.

HP Software online software support provides facilities to help users resolve their problems. It also provides a quick and efficient means to access interactive technical support tools to manage specific issues. As a technical support customer, you can use the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP Software support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an **HP Passport** user and sign in. Many also require a valid support contract. To find more information about support access levels, go to:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

To register for an **HP Passport ID**, go to:  
<http://h20229.www2.hp.com/passport-registration.html>

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## Limited responsibility clause

Asset Manager is integrated with several third-party applications.

Examples: Database engines, Web servers, single sign-on software, load-balancing and clustering hardware and software solutions, reporting software such as SAP Crystal Reports, etc.

Support for these applications is limited to their interface with Asset Manager.

Support does not cover installation problems, setup and customization problems nor malfunctioning of the third-party application.

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## 9 Open Source and Third-Party Software License Agreements

Asset Manager uses portions of third-party software products, some of which are subject to specific software licenses.

Details of these licenses for third-party components can be found in the **Open Source and Third-Party Software License Agreements** guide.

